



Mental Health Services

	SERVICE NAME & CONTACT	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY	
Low intensity	<u>Emotional Wellbeing Space</u> 1300 111 278	Wellbeing coaches provide person centred low intensity group and/or 1:1 sessions to support emotional and mental wellbeing	Up to 6 sessions based on individual needs	18-65 years old experiencing mild mental health issues	Direct referral	
Mild to moderate short-term psychological therapies	<u>Access Plus</u>	Short-term individual psychological therapies. Target group: people experiencing financial disadvantage and at-risk/underserved groups including young people, people from Aboriginal or Torres Strait Islander backgrounds, CALD (culturally and linguistically diverse), LGBTIQI, children, carers and women experiencing perinatal anxiety/depression	General pathway = 8 hours Suicide prevention pathway = 12 sessions	Mild to moderate (K10 = 20-29) Experiencing financial hardship and unable to afford gap with Medicare* AND Short term (will not require ongoing therapy)	Via Mental Health Triage only Required: <ul style="list-style-type: none"> Referral Form Mental Health Treatment Plan K10+ (adults) OR K5 (ATSI) OR SDQ (children) 	
	<u>Lifeline Groups</u>	Short-term group psychological therapy: <ul style="list-style-type: none"> Managing Your Mood Being Mums Hoarding Treatment Program 	Programs are 8-16 weeks in a group setting	Experiencing mild to moderate mental health issues Adolescents 14-18 Adults 18+		
	<u>New Vision</u> 1300 001 778	Individual psychological therapies available in Cantonese, Mandarin, Shanghainese	General pathway = 6 sessions Suicide prevention pathway = 12 sessions	From a Chinese cultural background AND Short term (will not require ongoing therapy)	Direct referral or via Mental Health Triage	
	<u>headspace</u> Chatswood: 8021 3668 Brookvale: 9937 6500	Early intervention mental health, AOD, sexual health, and employment services	As required based on individual needs	12-25 years old experiencing mild to moderate mental health issues		
	<u>Head to Health</u> 1800 595 212	Assessment and referral service. Mental health professionals assess and direct individuals to an appropriate service in the region or to receive care at the Head to Health Hub	As required based on individual needs	People who are experiencing distress or mental health issues		Direct referral
	<u>KYDS</u> 9416 0900	Short-term individual psychological services for young people including family support and therapy	As required based on individual needs	8-19 years old experiencing mild to moderate mental health issues		Direct referral or via Mental Health Triage

- Please see page 5 of this guide for additional eligibility and funding information.
- **Mental Health Triage is not a crisis service.** For urgent mental health needs, please contact the NSW Health Mental Health Line on 1800 011 511.



Mental Health Services *continued*

	SERVICE NAME & CONTACT	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Severe & complex	<u>Uniting Adult Mental Health</u> <u>Uniting YESS</u> 9196 8700	Clinical care co-ordination, case management, psychological interventions including family support and therapy	Outreach and as-required sessions based on individual needs for up to 12 months	Not currently case managed by NSLHD YESS: 12-25 years old Uniting Adult MH: 18+ years old	Direct referral or via Mental Health Triage
	<u>Mission Australia Psychosocial Support Service</u> 9480 2500	Non-clinical long-term psychosocial support focusing on supported access to clinical services, daily living skills, and connection with friends and family	Support tailored to individual needs for up to 6-9 months	People experiencing severe mental illness with psychosocial support needs	Direct referral or via Mental Health Triage
Specialty services	<u>Emotional Wellbeing for Older Persons</u> 1300 111 278	Short-term psychological therapies, psychosocial support, and therapeutic interventions to people living in RACFs	As required based on individual needs for up to 3 months	Adults 65+ in RACFs with, or at risk of, mental illness	Direct referral or via Mental Health Triage
	<u>Caber-ra Nanga</u> 1300 364 277	Culturally safe mental health care co-ordination for Aboriginal and Torres Strait Islander people and communities	As required based on individual needs	People from an Aboriginal or Torres Strait Islander background	Direct referral or via Mental Health Triage
	<u>The Way Back</u> 1300 000 125	Non-clinical psychosocial support for people following a suicide attempt	Assertive outreach support tailored to individual needs for up to 3 months	People who have recently attempted suicide or experiencing a suicidal crisis	Direct referral or via Mental Health Triage
	<u>Gidget Perinatal Mental Health</u> 1300 851 758	One to one psychological services for women experiencing mild to moderate perinatal mental health issues	Up to 6 sessions based on individual needs	Women 16 years and over who are in the perinatal period from conception up until the baby is 12 months old	Direct referral or via Mental Health Triage

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Alcohol and Other Drug Services

SERVICE PROVIDER & CONTACT	SERVICES AVAILABLE	ELIGIBILITY	SESSIONS	REFERRAL PATHWAY
<p><u>Sydney Drug Education & Counselling Centre (SDECC)</u></p> <p>9977 0711</p>	<p>Provision of non-residential counselling services for young people who misuse alcohol and other drugs. Services include:</p> <ul style="list-style-type: none"> • Group and individual counselling • Case management • Care planning • Group and individual counselling for parents 	<p>12-25 years old (and support for their parents around child's substance misuse issues) *12-13 year-olds require consent</p>	<p>As required based on individual needs</p>	<p>Direct referral or via Mental Health Triage</p>
<p><u>Odyssey House</u></p> <p>1800 397 739</p>	<p>Provision of non-residential counselling services for adults who misuse alcohol and other drugs offering community-based group programs, individual counselling, and case management.</p> <p>Culturally appropriate and specific alcohol and other drug treatment services are available to Aboriginal and Torres Strait Islander and culturally and linguistically diverse clients.</p>	<p>18+ years old</p>	<p>As required based on individual needs</p>	<p>Direct referral or via Mental Health Triage</p>

Please see page 5 of this guide for additional eligibility and funding information.

Hospital Avoidance Services

	SERVICE PROVIDER & CONTACT	SERVICES AVAILABLE	ELIGIBILITY	REGION	REFERRAL PATHWAY
GP Social Work Services	<p><u>PCCS</u> <u>GP Social Work Connect</u></p> <p>9477 8700</p>	<ul style="list-style-type: none"> • Social work services provided to support clients improve their health and well-being, navigate the system, and prevent potentially avoidable hospital admissions • Holistic needs of clients assessed by experienced and qualified social workers • Referral and linkage to a broad range of appropriate services • Clients supported in their homes or community, or via GP practice-based services 	<ul style="list-style-type: none"> • People living with chronic and/or complex health care conditions • Recent hospitalisation and at risk of readmission without support • People having trouble navigating and accessing support services • Carers at risk of stress or burnout who require support and assistance • Complex family situations including family and domestic violence 	<p>PCCS operates the GP Social Work service across the following LGAs:</p> <ul style="list-style-type: none"> • Hornsby • Ku-ring-gai • Ryde 	<p>Direct referral</p> <p>Email: intake@pccs.org.au</p> <p>Fax: 02 9477 8799</p>
	<p><u>Provida</u> <u>GP Social Work Program</u></p> <p>1300 002 262</p>			<p>Direct referral</p> <p>https:// proveda.com.au/ contact-us/ make-a-referral/</p> <p>Fax: 02 9979 7611</p>	
Hospital Discharge Services	<p><u>PCCS</u> <u>Back to Home Back to Life</u></p> <p>9477 8700</p>	<ul style="list-style-type: none"> • Short-term care coordination and service support following a hospital admission to regain and maintain independence in the community • Services tailored to individual health and welfare needs to support clients to safely transition from hospital to home • Provision of case management, linkage to relevant services and ongoing monitoring via a strengths-based approach 	<ul style="list-style-type: none"> • People at risk of admission to hospital or re-admission to hospital following discharge • People living with chronic and/or complex health care conditions • People who would benefit from short-term follow-up support at home • People not supported via any package with a comprehensive support service component e.g. COMPAC, TRANSPAC, CHSP, HCP, or NDIS 	<p>PCCS supports people residing in the following LGAs:</p> <ul style="list-style-type: none"> • Hunters Hill • Lane Cove • Mosman • North Sydney • Northern Beaches • Ryde • Willoughby 	<p>Direct referral</p> <p>Email: enquiries@pccs.org.au</p>
	<p><u>Just Better Care</u> <u>Stay at Home</u></p> <p>0437 522 258</p>			<p>Direct referral</p> <p>Email: stayathome@justbettercare.com</p>	

Please see page 5 of this guide for additional eligibility and funding information.

Aged Care Services

SERVICE PROVIDER & CONTACT	SERVICES AVAILABLE	ELIGIBILITY	REFERRAL PATHWAY
<p><u>Your Side Australia</u> 'care finders'</p> <p>02 8405 4484</p>	<ul style="list-style-type: none"> • Outreach and intensive one-to-one support to assist vulnerable older people to access My Aged Care and connect to aged care and other relevant services. • Care finders exists to support people who would not be able to access services without assistance. • Care Finders provide trauma-informed, inclusive care, and speak multiple languages. 	<ul style="list-style-type: none"> • People aged 65+ or 50+ for Aboriginal and Torres Strait Island people. • Have no carer or support person who can help them, or • Not have a carer or support person they feel comfortable or trust to support them, and • Be eligible for government-funded aged care. 	<p>Direct referral</p> <p>Email: carefinder@yourside.org.au</p>
<p><u>Community Transport Organisation</u></p> <p>1800 035 262</p>	<p>The Community Transport Early Intervention Pilot Program provides free, accessible, care-based transport from a client's home to their local General Practitioner, allied health appointment, wellbeing programs, social engagements, or outings for the purpose of increasing health, wellbeing and social inclusion.</p>	<ul style="list-style-type: none"> • At least 65 years of age, or 40 years of age for Aboriginal and Torres Strait Islander Peoples • Not currently accessing Community Transport through My Aged Care • Live in a Northern Sydney Local Government Area 	<p>Direct referral</p> <p>1800 035 262</p>
<p><u>Ku ring gai Neighbourhood Centre</u></p> <p>1800 200 422</p>	<p>The PACE Early Intervention Program aims to assist older clients who have recently been diagnosed with a chronic condition or at risk of developing one. The Program provides 1:1 support and critical information about diagnoses and symptoms and connects clients to the right services and groups that enable healthy ageing and management of chronic conditions.</p>	<ul style="list-style-type: none"> • At least 55 years of age, or 45 years of age for Aboriginal and Torres Strait Islander Peoples • Live in a Northern Sydney Local Government Area 	<p>Direct referral</p> <p>0484021880 OR 029988 4966</p> <p>Email: pace@knc.org.au</p>
<p><u>NSLHD Stepping On</u></p>	<p>Stepping On is a 7 week falls prevention program for older people that assists participants to learn how to reduce their risk of falling and how to maintain their independence. It is complimented by the Healthy Lifestyle program where people can be referred onwards for longer term physical activity classes.</p>	<ul style="list-style-type: none"> • Aged 65 years and over (and Aboriginal people aged 45 and over) • Living at home (incl. those living independently in a retirement village) • Able to walk independently or with a walking stick • Fearful of falling (or has recently fallen) • Living in the area covered by the Sydney North Local Government Areas 	<p>Direct referral</p> <p>Email: steppingon@royalrehab.com.au</p>

- In addition to the listed eligibility criteria, the individual must live, work or study in the Northern Sydney PHN region. See sydneynorthhealthnetwork.org.au/about-us/our-region.
- All services are funded by the PHN, with no out-of-pocket expenses for the client.
- Better Access can provide 20 Medicare-rebated sessions to clients per calendar year on an ongoing basis.