

# Directory of Mental Health Services and Support for people in Mitchell and Murrindindi Shires



Helping the community access the services they need

- Urgent/Emergency  
 ● Severe/Episodic  
 ● Mild/Moderate  
 ● Keeping Well  
 ● Carer  
 ● Specific CALD/Asylum/Refugee  
 ● Self Help Platforms

## Urgent / Emergency

Organisation	Services and Eligibility	Contact Number / Website
<b>Emergency Services</b>	The emergency services are the public organizations whose job is to take quick action to deal with emergencies when they occur, especially the police and the ambulance service.	<b>Phone: 000</b>
<b>Goulburn Valley Health</b>	This service is available to residents of Mitchell and Murrindindi Shires. Servicing people aged between 16-64 who are requiring crisis support for their mental health. Initial assessment of the patient by CATT may take place immediately over the phone or face-to-face. Alternatively, the CATT worker may advise that the patient be transported to a local Emergency Department for further assessment  2/2-48 Graham Street, Shepparton	<b>Phone: 1300 369 005</b>  <a href="http://www.gvhealth.org.au/services/mental-health/">http://www.gvhealth.org.au/services/mental-health/</a>
<b>Life Line</b>	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.	<b>Phone: 13 11 14</b> <b>Text: 0477 131 114</b>  <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>Suicide Call Back Service</b>	Suicide Call Back Service is a nationwide service providing 24/7 telephone and online counselling to people affected by suicide.	<b>Phone: 1300 659 467</b>  <a href="https://www.suicidecallbackservice.org.au/">https://www.suicidecallbackservice.org.au/</a>

## Severe/Episodic

Organisation	Services and Eligibility	Contact Number / Website
<p><b>Goulburn Valley Health</b></p>	<p>Goulburn Valley Area Mental Health Service provides an innovative range of services and community care for individuals suffering from, or at risk of, serious mental health problems requiring short and long-term treatment and support. The service covers the municipalities of Mitchell and Murrindindi.</p> <p>Whilst CYMHS accept self-referrals, we encourage you to seek a referral from your local GP or counsellor to enable provision of ongoing support. For any queries GV CYMHS can be contacted during business hours 9am to 5pm via Shepparton reception on (03) 5832 3170.</p> <p><b>Aged persons mental health service</b> Over the age of 65, or under 65 with an age-related condition</p> <p><b>Child and Youth Mental Health Services</b> Early Life Mental Health Service (0-5 years) Autism Spectrum Assessment Team (0 to commencement of school) Child and Adolescent Mental Health Service (5-18 years) Youth Justice (12-25 years) Homelessness Youth Dual Diagnosis (12- 21 years) Early Psychosis Service (12-25 years)</p>	<p><b>Seymour 03 5735 0500</b></p> <p><b>Shepparton 03 5832 2160</b></p> <p><b>1300 369 005 (24 hours)</b></p>
<p><b>APMHA Healthcare Ltd.</b></p>	<p>APMHA provides intake, triage, secondary consultation and clinical and psychological services for a variety of funders through nominated program streams by a diverse and highly experienced professional workforce across Australia. Their focus primarily evolves around primary mental health care within a Stepped Mental Health Care framework. The PMHCCC provides clinical care coordination for clients with a severe mental illness, aiming to reduce the likelihood of hospital admissions and improve their physical health through assessment, management and onward referral, in collaboration with other members of the health care team.</p>	<p><b>Phone: 1300 514 811 (9am - 6pm Mon-Fri)</b></p> <p><a href="https://apmha.com.au/clinical-mental-health-services/murray-phn/">https://apmha.com.au/clinical-mental-health-services/murray-phn/</a></p>

Organisation	Services and Eligibility	Contact Number / Website
<p><b>Wellways</b></p>	<p>The National Psychosocial Support Measure (NPSM) is a community-based mental health support for participants residing in the Mitchell and Murrindindi shires. Services are available to people over 18 years of age and experiencing mental health issues.</p> <p>Wellways offer one to one and group activities that support recovery for people with enduring mental illness. The program provides a broad range of support depending on the participants wants and needs. The program supports the individual to create a goal plan and a support worker will help to break down the goals and support the participant to achieve them. A referral can be completed by a support agency or by the individual wishing to receive the support.</p>	<p><b>Phone: 1300 111 400</b></p> <p><a href="https://www.wellways.org/our-services/your-health-and-wellbeing">https://www.wellways.org/our-services/your-health-and-wellbeing</a></p>
<p><b>Headspace</b></p>	<p>Headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds. Headspace can help young people with mental health, physical health (including sexual health) alcohol and other drug services, and work and study support. Include in all referrals: Relevant past history Current presentation and contributing factors.</p> <p><b>**note 30/3/21. Due to heavy demands for their services any referrals for mental health plans are being re-directed back to GP's. This may change.</b></p>	<p><b>Shepparton</b></p> <p><b>Phone: 03 5823 8800</b>  <b>Fax: 03 5821 8678</b>  <b>Email: <a href="mailto:headspace@gvhealth.org.au">headspace@gvhealth.org.au</a></b>  <a href="https://headspace.org.au/headspace-centres/shepparton/">https://headspace.org.au/headspace-centres/shepparton/</a></p> <p><b>Craigieburn</b></p> <p><b>Phone: 03 8338 0919</b>  <b>Fax: 03 8338 0922</b>  <b>Email: <a href="mailto:info-headspacecraigieburn@orygen.org.au">info-headspacecraigieburn@orygen.org.au</a></b>  <a href="https://headspace.org.au/headspace-centres/craigieburn/">https://headspace.org.au/headspace-centres/craigieburn/</a></p>

## Mild/Moderate

Organisation	Services and Eligibility	Contact Number / Website
<p><b>APMHA Healthcare Ltd.</b></p>	<p>PTS provides free short term face-to-face or Telehealth psychological services to eligible clients who have been identified as under-serviced and/or hard to reach. GP Mental Health Treatment Plan is required.</p> <p>Low need – mild presentations (high prevalent disorders): requiring brief psychological interventions. These can be provided face to face, phone or Skype and are delivered by Psychologists, Mental Health Social Workers, Credentialed Mental Health Nurses and Mental Health Occupational Therapists.</p> <p>Moderate need – severe &amp; complex presentations (high prevalent disorders): requiring medium term psychological interventions. These can be provided face to face, phone or Skype and are delivered by Psychologists, Mental Health Social Workers, Credentialed Mental Health Nurses and Mental Health Occupational Therapists.</p> <p><b>Bushfire Counselling Services</b></p> <p>The Bushfire Counselling Service delivers face-to-face and telehealth counselling support to people impacted, affected or re-triggered by the 2019-20 bushfires. This service is free and available to all first responders, community members, and previous clients currently residing in the Murray PHN region. Anyone can refer or self-refer into this service.</p> <p><b>Older Minds Mental Health Program for Residential Aged Care Facilities (RACF)</b></p> <p>The Older Minds Mental Health Program is a regional outreach service to RACFs in Goulburn Valley and North East. This service allows residents of registered RACFs to access mental health services available to those in the community. This program is delivered by Psychologists, Mental Health Social Workers, Credentialed Mental Health Nurses and Mental Health Occupational Therapists.</p>	<p><b>Phone: 1300 514 811</b></p> <p><a href="https://apmha.com.au/clinical-mental-health-services/">https://apmha.com.au/clinical-mental-health-services/</a></p>

Organisation	Services and Eligibility	Contact Number / Website
<b>Nexus Primary Health</b>	<p>Our counselling team is made up of Psychologists, Mental health Occupational Therapists and Mental health Social workers as well as general counsellors. Counsellors work together with you on personal issues or problems that are troubling you. Together with your counsellor, you will be able to work on solutions and different ways of coping with life's challenges.</p> <p>When we receive your Mental Health Care Plan from your General Practitioner, you will be called first to discuss your referral over the phone with a counsellor. When a face to face counselling appointment becomes available you will be contacted again and offered a time.</p>	<p><b>Phone: 1300 773 352</b></p> <p><a href="https://www.nexusprimaryhealth.org.au/our-services/counselling-services">https://www.nexusprimaryhealth.org.au/our-services/counselling-services</a></p>
<b>Alexandra District Health</b>	<p><b>Counselling Services</b> - Part time Counsellor and Psychologist are available at the Alexandra site (Monday, Tuesday &amp; every second Wednesday)  Social Worker - Support is available to assist with complex client issues (Tuesday and Friday).  Services provided from Alexandra to surrounding areas. Services are free.</p>	<p><b>Phone: 03 5772 0908</b></p> <p>Email: <a href="mailto:adhintake@humehealth.org.au">adhintake@humehealth.org.au</a></p> <p><a href="https://adh.org.au/our-services/primary-health/">https://adh.org.au/our-services/primary-health/</a></p>
<b>Yea &amp; District Memorial Hospital</b>	<p><b>Counselling and Psychology Services</b>  <u>Counselling</u>  Providing information, support and counselling to both families and individuals.  <u>Psychologist</u>  Works with clients to bring about positive change in their life. Open to people of all ages who are experiencing mental or physical health problems.  The following areas are covered by Yea Community Health Services: Yea, Toolangi, Glenburn, Highlands, Kinglake, Strath Creek, Flowerdale.</p>	<p><b>Phone: 03 5736 0410</b></p> <p><a href="https://yeahospital.org.au/community-health/">https://yeahospital.org.au/community-health/</a></p>
<b>The Kilmore &amp; District Hospital</b>	<p><b>Social Worker</b></p> <p>Offers counselling, support and information to patients, residents, and family members. Assists clients to gain the confidence to take responsibility for, and control of, their health and wellbeing. Where appropriate, refers clients to services and resources within their community.  Services Kilmore and surrounding area. Hospital can make a referral on behalf of the individual.</p>	<p><b>Phone: 03 5734 2164</b></p> <p><a href="https://www.kilmoredistricthealth.org.au/allied-health">https://www.kilmoredistricthealth.org.au/allied-health</a></p>

Organisation	Services and Eligibility	Contact Number / Website
<b>Seymour Health</b>	<b>Social Worker</b> Services Seymour and surrounding areas	<b>Phone: 03 5793 6100</b>
<b>Kinglake Ranges Neighbourhood House</b>	<b>Counsellors and Psychologists</b> Be Well in the Ranges. Free confidential counselling, psychological support, and music therapy. This program is available to people of all ages living and working in the communities of Kinglake Ranges: Flowerdale, Toolangi, Castella, Kinglake West, Pheasant Creek, Whittlesea, Steels Creek and nearby townships You don't need to see a doctor for a referral, and you can make a booking anytime by calling their contact number.	<b>Phone: 0429390038</b>  <a href="https://kinglakeranges.com.au/be-well-in-the-ranges/">https://kinglakeranges.com.au/be-well-in-the-ranges/</a>
<b>Rumbalara Aboriginal Cooperative</b>	<b>Mental Health Services</b> Service includes mental health nursing, psychology, and psychiatry. Dual diagnosis workers.	<b>Phone: 03 5820 0035</b>  <a href="https://www.rumbalara.org.au/health-wellbeing">https://www.rumbalara.org.au/health-wellbeing</a>
<b>The Bridge Youth Service</b>	<b>Youth Services</b> The Bridge Youth Service have a location in Shepparton, Seymour and Wallan that work within all programs. There are no cost to access support. The young person can self-refer or have a referral completed on their behalf. We have an intake worker available everyday to discuss eligibility if required. The Bridge Youth Service work alongside mental health services in supporting young people in the following programs; Adolescent Support Youth Homelessness Support Pregnancy and Parenting Support Early Intervention – Alcohol and Other Drugs Education Support  Referral forms can be obtained from <a href="https://thebridge.org.au/agency-referral/">https://thebridge.org.au/agency-referral/</a>	<b>Phone: 03 5799 1298</b>  Email: <a href="mailto:shepparton@thebridge.org.au">shepparton@thebridge.org.au</a>  <a href="https://thebridge.org.au/">https://thebridge.org.au/</a>

Keeping Well		
Organisation	Services and Eligibility	Contact Number / Website
<b>Prevention United</b>	Prevention United has something for everyone. We offer comprehensive prevention information and strategies for individuals, parents and caregivers, and organisational and community leaders.	<a href="https://preventionunited.org.au/programs-and-resources/">https://preventionunited.org.au/programs-and-resources/</a>
<b>Vichealth</b>	Be Healthy is a blog created by VicHealth for people looking for information they can trust on the topics of healthy eating, physical activity, mental wellbeing and reducing harm from alcohol and tobacco products.	<a href="https://www.vichealth.vic.gov.au/be-healthy">https://www.vichealth.vic.gov.au/be-healthy</a>
<b>Smiling Mind</b>	Smiling Mind is a unique tool developed by psychologists and educators to help bring balance to your life. We suggest 10 minutes a day. Free mindfulness app available.	<a href="https://www.smilingmind.com.au/smiling-mind-app">https://www.smilingmind.com.au/smiling-mind-app</a>
Carer Support		
<b>Carer Gateway</b>	Over the phone and in person support such as coaching, counselling, peer support, information and advice. Online groups and courses and crisis and emergency relief will also be available. The service helps people who give care or have a friend who has a disability, mental health, illness or frail.	<b>Phone: 1800 422 737</b>  <a href="https://www.carergateway.gov.au/">https://www.carergateway.gov.au/</a>
CALD / Asylum Seekers / Refugee Services		
<b>Cabrini Outreach</b>	The Cabrini Asylum Seeker and Refugee Health Hub provides access to a range of health services for people seeking asylum and newly arrived refugees. This support is delivered via Telehealth through the Cabrini Outreach Asylum Seeker and Refugee Health Hub in Brunswick, North Melbourne.	<b>Phone: 03 9380 7874</b> <b>Email: <a href="mailto:healthhub@cabrini.com.au">healthhub@cabrini.com.au</a></b>  <a href="https://www.cabrinioutreach.com.au/heritage-and-strategy/australian-programs/asylum-seekers-and-refugees/">https://www.cabrinioutreach.com.au/heritage-and-strategy/australian-programs/asylum-seekers-and-refugees/</a>
<b>Primary Care Connect</b>	PCC has three Refugee Trauma Counsellors who specialise in providing counselling and support for those who have experienced torture and trauma prior to arrival in Australia as refugees or asylum seekers. There are no costs associated with our Refugee Trauma Counselling Program.	<b>Phone: 03 5823 3200</b> <b>Email: <a href="mailto:intake@primarycareconnect.com.au">intake@primarycareconnect.com.au</a></b>

<https://www.primarycareconnect.com.au/refugee-services/>

## Information and Self-Help Platforms

<b>Head to Health</b>	<b>Digital Resources</b>	<a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>
<b>Beyond Blue</b>	<b>1300 22 46 36</b>	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>
<b>Eating Disorders Victoria</b>	<b>1300 55 02 36</b>	<a href="https://www.eatingdisorders.org.au/">https://www.eatingdisorders.org.au/</a>
<b>The Butterfly Foundation</b>	<b>1800 33 46 73</b>	<a href="https://butterfly.org.au/">https://butterfly.org.au/</a>
<b>MensLine Australia</b>	<b>1300 78 99 78</b>	<a href="https://mensline.org.au/">https://mensline.org.au/</a>
<b>QLife</b>	<b>1800 184 527</b>	<a href="https://qlife.org.au/">https://qlife.org.au/</a>
<b>Kids Helpline</b>	<b>1800 55 1800</b>	<a href="https://kidshelpline.com.au/">https://kidshelpline.com.au/</a>
<b>Reach Out</b>	<b>Online Support</b>	<a href="https://au.reachout.com/">https://au.reachout.com/</a>
<b>Suicide Victoria</b>	<b>1300 651 251</b>	<a href="https://www.suiceline.org.au/">https://www.suiceline.org.au/</a>
<b>Head to Help</b>	<b>1800 595 212</b>	<a href="https://headtohelp.org.au/">https://headtohelp.org.au/</a>
<b>Mind Spot</b>	<b>1800 614 434</b>	<a href="https://mindspot.org.au/">https://mindspot.org.au/</a>
<b>eMHprac</b>	<b>Digital Resources</b>	<a href="https://www.emhprac.org.au/">https://www.emhprac.org.au/</a>
<b>SANE Australia</b>	<b>1800 187 263</b>	<a href="https://www.sane.org/">https://www.sane.org/</a>
<b>Australian Community Support Organisation</b>	<b>1300 375 330</b>	<a href="https://www.acso.org.au/aod-mh-support">https://www.acso.org.au/aod-mh-support</a>

To update or feedback on this Service Directory please contact Lower Hume Primary Care Partnership <http://lhpcp.org.au/contact-us/contact-details/>