

Public Mental Health Supports for people living in Mitchell & Murrindindi Shires



Purpose – Helping people to access the right level of care at the right time

Urgent/ Emergency			
Organisation	Service/s	Eligibility	Access
Police/Ambulance	Emergency support	<ul style="list-style-type: none"> In an emergency 	000
Goulburn Valley Health	Adult Mental Health Service - Acute care (Shepparton)	<ul style="list-style-type: none"> People aged between 16-64 years of age in Mitchell & Murrindindi requiring crisis support for their mental health 	<p>Crisis Assessment Treatment Team (CATT) 1300 369 005 (24 hour triage line)</p> <p>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.</p>
Eastern Health	Acute Adolescent Psychiatric Inpatient Care (Box Hill)	<ul style="list-style-type: none"> Mitchell & Murrindindi <p>As CYMHS is a specialist mental health service, it is recommended that the following supports are considered before contacting us:</p> <ul style="list-style-type: none"> visiting GP speaking with school welfare coordinator contacting community support services 	<p>All referrals should be directed to the CYMHS Access Team during business hours 9-5 pm Monday to Friday on 1300 721 927 (Press Option 2)</p> <p>For Psychiatric Emergencies after hours/weekends contact a Psychiatric Triage clinician on 1300 721 927</p> <p>General Practitioners, private health providers, community agencies or young people and parents/carers can refer to CYMHS.</p>
Life Line	Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24 hour crisis support and suicide prevention services.	N/A	<p>https://www.lifeline.org.au/</p> <p>Text 0477 13 11 14</p> <p>Call 131114</p>
Suicide Call Back Service	Suicide Call Back Service is a national 24/7 telehealth provider that offers free professional phone and online counselling for people living in Australia.	N/A	<p>https://www.suicidecallbackservice.org.au/</p> <p>1300 659 467</p>

Severe/episodic

Organisation	Service/s	Eligibility	Access
Goulburn Valley Health	Adult Mental Health Service Community Care (Seymour & Shepparton)	<ul style="list-style-type: none"> • People aged between 16-64 years of age in • Mitchell & Murrindindi 	1300 369 005 (24 hour triage line)
	Aged Persons Mental Health Service (In nursing home or in the community at 91-99 Knight Street Shepparton)	over the age of 65 years, or under 65 years if the person has an aged related condition	Through centralised triage 5823 6061 business hours or 1300 369 006 after hours
	<p>Child & Adolescent Mental Health (CAMHS)</p> <p>Early Life (early intervention program, helping parents and infant / child move towards a more optimal developmental path. Based in Shepparton)</p> <p>Autism Spectrum Assessment (access children who present with complex autistic symptoms that are difficult to diagnose and require specialized mental health input. Based in Shepparton)</p> <p>Child & adolescent (provides assessment and support for children, young people and their families who present with complex and severe mental health concerns. This also includes assessment and management of risk taking behaviours which threaten safety. Seymour & Shepparton)</p> <p>Youth justice is a consultancy service for young people entering the justice system who are also experiencing mental health problems. This includes facilitating of early access to a mental health service where appropriate. Seymour & Shepparton)</p> <p>Homelessness youth dual diagnosis (provides consultancy service for young people entering the homelessness sector and who are experiencing drug, alcohol and mental health problems. Seymour & Shepparton)</p> <p>Early psychosis (is an assertive, youth friendly program for young people experiencing a first episode of psychosis or at risk of developing a psychosis, EPS work with all phases of the disorder and includes those young people who are self medicating with alcohol and drugs. Seymour & Shepparton)</p>	<p>Mitchell & Murrindindi</p> <p>0-5 yrs of age with mental health risk factors</p> <p>0-school entry with complex autistic symptoms</p> <p>5-18 yrs of age who have complex & severe mental health concerns, including risk taking behaviours</p> <p>12-25 yrs of age entering the justice system who are also experiencing mental health problems</p> <p>12-21 yrs of age entering the homelessness</p> <p>12-25 yrs of age experiencing a first episode of psychosis or at risk of developing a psychosis</p>	<p>Seymour office - 5735 0300</p> <p>Shepparton office - 5832 2160</p> <p>OR 1300 369 005 (24 hours)</p> <p>Whilst CYMHS accept self-referrals, we encourage you to seek a referral from your local GP or counselor to enable provision of ongoing support.</p>

<p>APMHA Healthcare Ltd.</p>	<p><u>Primary Mental Health Clinical Care Coordination (PMHCC)</u></p> <p>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> <ul style="list-style-type: none"> • Moderate need Moderate episodic disorders - (low prevalent disorders) requiring assertive support; 15 sessions with a team approach. Delivered by credentialed mental health nurses and care coordinators. • Complex need Enduring and severe - (low prevalent disorders) requiring longer term assertive support of up to 30 sessions with a team approach over a year. Delivered by credentialed mental health nurses and care coordinators. 	<p>Murray PHN catchment (excluding Moira which is provided by Numurkah and District Health Service)</p> <p>Patients must have:</p> <ul style="list-style-type: none"> - a diagnosed mental health disorder (ICD 10 or DSM 5) which significantly impacts their social, personal and work life, and - a previous hospital admission for their disorder, or be at risk of needing future hospitalisation without appropriate treatment <p>- GP Mental Health Treatment Plan</p>	<p>Normal referral system: 1300 514 811 (9am - 6pm Mon-Fri) Referrals out of hours to be faxed / emailed securely to APMHA</p> <p>A GP Mental Health Treatment Plan (MHTP) is required when a referral is made, although clients (such as those experiencing homelessness) will not be precluded from the service in the absence of a treatment plan.</p> <p>Normal referral system is 1300 514 811 - GPs expected to contact this line while they are with the patient, During COVID - NO CALL REQUIRED - JUST FAX/SECURE EMAIL REFERRAL/MHTP</p> <p>https://apmha.com.au/clinical-mental-health-services/murray-phn/</p>
<p>Wellways</p>	<p><u>Psychosocial Recovery Services</u></p> <p>The National Psychosocial Support Measure (NPSM) is a community-based mental health support for participants residing in the Greater Shepparton, Mitchell, Moira, Strathbogie and Murrindindi shires.</p> <p>Wellways offer one to one and group activities that support recovery for people with enduring mental illness. The program aims to support participants to:</p> <ul style="list-style-type: none"> • learn or build life skills (routine Development, looking after the home, catching transport, budgeting, healthy eating) • create connections to other supports (General practitioner, psychologist, physio etc), • explore eligibility to access the NDIS and support to apply if appropriate. • facilitate linkages with employment and or education. • promote social inclusion through community groups or sporting clubs. <p>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.</p> <p>Covid-19- In response to the Pandemic, supports are no longer being offered face to face unless deemed essential. Where possible video conferencing will be used along with phone support. Frequency of support is determined by the participants needs and wants.</p>	<p>Goulburn area Eligibility</p> <ul style="list-style-type: none"> • Be experiencing mental health issues • Be 18 years or older. • Not have an active NDIS plan 	<p>Ph 03 58 228 600 sheppinfo@wellways.org</p> <p>Referral Process- a referral can be completed by a support agency or by the individual wishing to receive the support. The program is voluntary and aims to support individuals for up to 3 months with an opportunity for review.</p> <p>If you have any potential referrals you wish to discuss please do not hesitate to contact Christie 03 5741 9600 Referrals can be emailed directly to cware@wellways.org</p>
<p>Headspace</p>	<p>Youth services including AOD, mental health, and sexual health.</p> <p>Service identifies eating disorder presentations early. Within a primary care setting, the service provides first line treatment for eating disorder assessments with a CBT approach:</p> <ul style="list-style-type: none"> - Bulimia - Binge eating 	<p>Inclusion criteria: Aged 12 to 25 years</p> <p>Exclusion criteria: Crisis services</p> <p>Referral required.</p>	<p>Phone (03) 5823-8800 Fax (03) 5821-8678</p> <p>Shepparton https://headspace.org.au/headspace-centres/shepparton/</p>

	<ul style="list-style-type: none"> - Disordered eating - Body image problems <p>If anorexia and anorexia-like presentations, headspace will refer urgently to a service with capacity to provide specific treatments and longer-term engagement.</p>	<p>Include in all referrals: Relevant past history Current presentation and contributing factors. Fees: phones service for details.</p>	<p>Craigieburn https://headspace.org.au/headspace-centres/craigieburn/</p> <p>Eheadspace https://headspace.org.au/eheadspace/</p>
Mild/moderate			
Organisation	Service/s	Eligibility	Access
APMHA Healthcare Ltd.	<p>Psychological Therapy Services (PTS)</p> <p>PTS provides services for adults (and children and young people) with a clinical diagnosis of mild or moderate mental illness who would benefit from short term, focused psychological therapy.</p> <ul style="list-style-type: none"> • Low need Mild presentations - (high prevalent disorders): requiring brief psychological interventions up to 4 sessions. These can be provided face to face, phone or Skype, delivered by psychologists, social workers and occupational therapists. • Moderate need Moderate presentations - (high prevalent disorders) requiring medium term psychological interventions up to 8 sessions. These can be provided face to face, phone or Skype. 	<p>Murray PHN catchment (excluding Moira which is provided by Numurkah and District Health Service)</p> <p>GP Mental Health Treatment Plan</p> <p>Generalist PTS</p> <ul style="list-style-type: none"> - People who are less able to pay fees - People who are homeless, or at risk of homelessness - People living in rural and remote communities - Culturally and Linguistically Diverse communities (CALD) - People with an intellectual disability - Aboriginal and Torres Strait Islander people <p>Specialist PTS</p> <ul style="list-style-type: none"> - People who have self-harmed or attempted suicide or are at risk of suicide - Children under the age of twelve years with, or at risk of, developing a mental disorder - Women with perinatal depression - Aboriginal and Torres Strait Islander people 	<p>Normal referral system: 1300 514 811 (9am - 6pm Mon-Fri) Referrals out of hours to be faxed / emailed securely to APMHA</p> <p>A GP Mental Health Treatment Plan (MHTP) is required when a referral is made, although clients (such as those experiencing homelessness) will not be precluded from the service in the absence of a treatment plan.</p> <p>Normal referral system is 1300 514 811 - GPs expected to contact this line while they are with the patient, During COVID - NO CALL REQUIRED - JUST FAX/SECURE EMAIL REFERRAL/MHTP</p> <p>https://apmha.com.au/clinical-mental-health-services/murray-phn/</p>
	<p>Bushfire Counselling Services</p> <p>PTS / trauma counselling for all residents whom are residing in the GV or NE region whom have been impacted / re-triggered by the recent Vic or NSW bushfires and are living in the Murray PHN region</p>	<p>All community members impacted, bereaved or re-triggered by recent 2019-20 bushfires.</p>	<p>Normal referral system: 1300 514 811 (9am - 6pm Mon-Fri)</p> <p>Self-referral or referral by health professional to this line.</p> <p>No MHTP required. Self referral is permitted.</p>

			Intake will assess caller and then triage to most appropriate and accessible clinicians dependent on where the person is residing.
	<p>Residential Aged Care Service: Older Minds Mental Health Program</p> <p>Delivery of psychological therapy services to residents of Aged Care Facilities.</p> <p>The Older Minds Mental Health Program is a regional pilot that has commenced in Goulburn Valley and North East regions. APMHA HealthCare has been commissioned to provide Psychological Therapy Services (PTS) to support the mental health needs of people living in residential aged care facilities (RACFs). This service allows residents of registered RACFs to access mental health services available to those in the community. Delivered by Psychologists, Mental Health Social Workers, Mental Health Nurses and Mental Health Occupational Therapists.</p>	Older people living in Residential Aged Care Facilities (RACF) with a clinical diagnosis of mild or moderate mental illness who would benefit from short term, focused psychological therapy.	<p>Normal referral system: 1300 514 811 (9am - 6pm Mon-Fri)</p> <p>Referrals out of hours to be faxed / emailed securely to APMHA</p> <p>No MHTP required - RACF can contact APMHA or complete the referral form and securely fax this to APMHA intake.</p>
Nexus Primary Health	<p>Counselling</p> <ul style="list-style-type: none"> - 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. - There are also various wellbeing groups available during the year. - Our counselling team is made up of Psychologists, Mental health Occupational Therapists and Mental health Social workers as well as general counsellors. <p>Mental Health Support Services</p> <ul style="list-style-type: none"> - provides continuing psychosocial support to people in the Goulburn Valley and Northern Victoria who were previously engaged with Personal Helpers and Mentors (PHaMs), Partners in Recovery (PIR) or Day to Day Living programs. Some conditions apply.' 	<p>Mitchell & Murrindindi</p> <p>GP Mental Health Treatment Plan and Referral</p>	<p>Phone 1300-773-352</p> <p>Fax (03) 5784-5525</p> <p>A GP referral enables you to access up to 10 free counselling sessions per year. Fees may apply for more than 10 sessions in one year.</p> <p>A LIFT (stepped care) referral enables you to access free counselling if you are experiencing financial difficulty or have no income.</p> <p>https://www.nexusprimaryhealth.org.au/our-services/counselling-services</p>
Alexandra District Health	<p>Counselling Services - Part time Counsellors are available at the Alexandra site</p> <p>Access Worker - Support is available to assist with complex client issues.</p>	Alexandra and surrounding areas	<p>5772 0908</p> <p>adhintake@humehealth.org.au</p>
Yea & District Memorial Hospital	<p>Psychology</p> <ul style="list-style-type: none"> - 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. This may include: <ul style="list-style-type: none"> Anxiety and depression Serious and enduring mental illness Personal and family relationship problems Eating disorders Adjustment to physical illness Neurological disorders Addictive behaviours <p>General Counselling</p> <ul style="list-style-type: none"> - Providing information, support and counselling to both families and individuals. 	<p>The following areas are covered by Yea Community Health Services:</p> <ul style="list-style-type: none"> - Yea - Toolangi - Glenburn - Highlands - Kinglake - Strath Creek - Flowerdale <p>Visits to areas outside those listed above may be negotiated on request.</p>	<p>5736 0410</p> <p>https://yeahospital.org.au/community-health/</p>

Seymour Health	Social Worker	Seymour and surrounding areas	5793 6100
The Kilmore & District Hospital	Social Worker What does the Social Worker do? • Offers counselling, support and information to patients, residents, and family members; • With care and understanding helps find resolutions for problems causing concern; • 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.	Kilmore and surrounding areas You can request that the hospital staff make a referral. You can contact the social worker directly	5734 2164 http://www.kilmoredistricthospital.org.au/allied-health-services.html
Kinglake Ranges Neighbourhood House	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 through the website.	Book online https://kinglakeranges.com.au/be-well-in-the-ranges/ or call 0429 774 310 Monday – Thursday
Rumbalara Aboriginal Cooperative	Service includes mental health nursing, psychology, and psychiatry. Dual diagnosis worker (Seymour)	Inclusion criteria: • Patients of Rumbalara Health Services • Patients with mental health and/or dual diagnosis problems	Phone (03) 5820-0035
Kilmore Medical Centre	Kilmore Medical Centre (Dominie Dale, Ross Johnson, Dan Riddle) Better Access is a Medicare rebated program available to those who are able to pay a gap fee for psychological support. The Better Access initiative (GP Mental Health Plan) provides access to psychiatrists, psychologists and general practitioners.	• Patients 18 years or older. • Mental Health Treatment Plan	Kilmore Medical Centre Phone (03) 5783-0555 Fax (03) 5782-2591 Fees: phone service for details. Accepts referrals for: - DVA, TAC and WorkCover. - MBS Allied Health Chronic Disease Management.
Grow	Mental Wellness Programs - online support groups - resilience programs	N/A	www.grow.org.au 1800 558268 0448 052 769

At risk

Organisation	Service/s	Eligibility	Access
The Bridge Youth Service	Youth services including: Early Intervention – Alcohol and other Drugs, Mental Health & Wellbeing Family Mediation Youth Counselling Youth Homelessness Support	Young people 12 -25yrs Initial assessment will determine program suitability	5799 1298 shepparton@thebridge.org.au Referral form https://thebridge.org.au/agency-referral/
Head to Health	Online Support If you're trying to improve your own mental health, or support somebody else with mental health issues, Head to Health provides links to trusted Australian online and phone supports, resources and treatment options.	N/A	https://headtohealth.gov.au/
Beyond Blue	Online Support Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.	N/A	https://www.beyondblue.org.au/
Eating Disorders Victoria	The EDFV is a consumer orientated organisation that provides support, information and referral options for people with an eating disorder as well as their family and friends.	N/A	https://www.eatingdisorders.org.au/
Mens Line	MensLine Australia is a telephone and online counselling service for men with emotional health and relationship concerns.	N/A	1300 78 99 78 https://mensline.org.au/phone-and-online-counselling/
Qlife	QLife provides Australia-wide anonymous, LGBTI peer support and referral for people wanting to talk about a range of issues including sexuality, identity, gender, bodies, feelings or relationships. QLife services are free and include both telephone and webchat support, delivered by trained LGBTI community members across the country. Our services are for LGBTI individuals, their friends and families, and health professionals in Australia. Beyond the telephone, QLife offers webchat for people who prefer online interactions or for whom the phone is impractical.	N/A	https://www qlife.org.au/get-help 1800 184 527
Kids Helpline	Kids Helpline is a free Australian service for private and confidential 24/7 phone and online counselling service for young people aged 5-25.	young people aged 5-25	1800 55 1800 https://kidshelpline.com.au/

Reach Out	ReachOut is a mental health organisation for young people and their parents. Our practical support, tools and tips help young people get through anything from everyday issues to tough times – and the information we offer parents makes it easier for them to help their teenagers, too.	N/A	www.reachout.com
Keeping Well			
Organisation	Service/s	Eligibility	Access
Prevention United	Prevention United has something for everyone. We offer comprehensive prevention information and strategies for individuals, parents and caregivers, and organisational and community leaders.	N/A	https://preventionunited.org.au/programs-and-resources/
Vichealth	Be Healthy <i>Be Healthy</i> 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.	N/A	https://www.vichealth.vic.gov.au/be-healthy
Smiling Mind	Smiling Mind is a unique tool developed by psychologists and educators to help bring balance to your life. We suggest 10 minutes a day.	N/A	free mindfulness app https://www.smilingmind.com.au/smiling-mind-app
Carer support			
Organisation	Service/s	Eligibility	Access
Carer Gateway	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.	someone who gives care and support to a relative or friend who: <ul style="list-style-type: none"> • has disability • has a mental health problem • has a medical problem (including an ongoing problem or an illness that will end in death) • is frail because they are old (known as 'frail aged') 	https://www.carergateway.gov.au/ 1800 422 737

Further information support/advice for referrers:

- Murray PHN Health Pathways
<https://murray.healthpathways.org.au/>
- Eastern Melbourne PHN Health Pathways
<https://melbourne.healthpathways.org.au/>
- APMHA Healthcare Ltd. Services
Assistance/support in connecting client to the correct program stream in a timely and efficient manner - Intake, triage and allocations, Secondary consultation and advice- 1300 514 811 (9am - 6pm Mon-Fri)
- Wellways Helpline
Wellways Helpline is an information, support and referral service that provides information to people experiencing mental health issues, as well as their family, friends and carers. Helpline 1300 111 500 is a national service, operating Monday to Friday, 9am to 9pm (EST, excluding public holidays).
- www.healthdirect.gov.au/

Murray PHN Catchment -

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator>

Eastern Melbourne PHN catchment -

<https://www.google.com/maps/d/viewer?ll=-37.73149270002303%2C145.09825935000003&hl=en&hl=en&z=13&mid=1qcSsdSRquzE8xiKvAqQtpwxyIQ6AAMMJ>

To **update or feedback** on this service mapping please contact Lower Hume Primary Care Partnership (PCP) <http://lhpcp.org.au/contact-us/contact-details/>