



2023/24

SWSPHN Funded

# Primary Mental Health, Suicide Prevention and Drug & Alcohol Services

For support contact **SWSPHN Mental Health Central Intake**

Phone: **1300 797 746** or email: [mentalhealthintake@swsphn.com.au](mailto:mentalhealthintake@swsphn.com.au)

The services  
in this guide  
are **FREE** to  
access

**phn**  
SOUTH WESTERN  
SYDNEY

An Australian Government Initiative

# Mental Health and Suicide Prevention Services

## Stepped Care

South Western Sydney PHN co-designs and funds a range of primary mental health and suicide prevention services in line with a stepped care approach, promoting person-centred care, targeting the needs of individuals. Individuals are matched to services to best meet their needs.



IAR level of care

## NewAccess

Mental health coaching self-help program to support anyone 12 years + feeling stressed or overwhelmed with day-to-day life issues. Services are available in-person and via phone or video call.

**Website:** [www.beyondblue.org.au/get-support/newaccess](http://www.beyondblue.org.au/get-support/newaccess) or [swsphn.com.au/newaccess](http://swsphn.com.au/newaccess)



**Referral Process:** No referral required, phone directly:

- **Bankstown, Camden, Campbelltown, Fairfield and Liverpool** areas: call 9199 6143 or email [newaccess@onedoor.org.au](mailto:newaccess@onedoor.org.au)
- **Wollondilly and Wingecarribee** areas: call 0455 104 104 or email [mhintake@communitylinks.org.au](mailto:mhintake@communitylinks.org.au)

Low (2)

## STAR4Kids (3-12 years)

Psychological therapies for children aged 3-12 with, or at risk of, developing a mild to moderate mental illness, including depression, anxiety or stress disorders, who experience barriers to accessing Better Access (Medicare). Services are delivered by mental health professionals experienced in working with children.

**Website:** [swsphn.com.au/star4kids](http://swsphn.com.au/star4kids)

**Referral Process:** GP, paediatrician or provisional referral via SWSPHN Mental Health Central Intake



Low (2)

Moderate (3)

## headspace (12-25 years)

Support for young people aged 12-25 for their mental health, physical and sexual health, alcohol and other drugs, and vocational and educational needs. headspace centres will open at Edmondson Park & Narellan in 2024.

**Websites:**

[headspace.org.au/headspace-centres/bankstown](http://headspace.org.au/headspace-centres/bankstown)  
[headspace.org.au/headspace-centres/campbelltown](http://headspace.org.au/headspace-centres/campbelltown)  
[headspace.org.au/headspace-centres/liverpool](http://headspace.org.au/headspace-centres/liverpool) or  
[swsphn.com.au/headspace](http://swsphn.com.au/headspace)



**Referral Process:** Phone or visit headspace centre directly:

- **Bankstown:** 9393 9669, Ground Floor, 1/41-45 Rickard Road
- **Campbelltown:** 4627 9089, Level 8, 171-179 Queen Street
- **Liverpool:** 8785 3200, Street Level 1, 50 Macquarie Sreet Nth

Low (2)

Moderate (3)

## ReFrame (12-25 years)

Mental health support for young people aged 12-25 living in Wollondilly and Wingecarribee. Services are delivered by youth engagement workers and mental health professionals experienced in working with young people.

**Website:** [www.communitylinks.org.au/reframe](http://www.communitylinks.org.au/reframe) or [swsphn.com.au/reframe](http://swsphn.com.au/reframe)



**Referral Process:** GP or provisional referral via **SWSPHN Mental Health Central Intake** OR young people can visit ReFrame or call directly without a referral on 0455 104 104

Moderate (3)

## HYP (12-25 years)

Holistic mental health support service delivered by a multidisciplinary team to support young people with, or at risk of severe mental illness in their recovery to reduce long-term mental ill-health.

**Website:** [swsphn.com.au/hyp](http://swsphn.com.au/hyp)

**Referral Process:** Referrals accepted through headspace and ReFrame.

High (4)

## Continuing to be Me

Mental health support for people 65 years + (50+ for Aboriginal people) living in partnered residential aged care facilities.

**Website:** [c2bme.org.au](http://c2bme.org.au)

**Referral Process:** Selected registered aged care homes will refer residents eligible for the service.



### Moderate (3)

## Head to Health

Free national service providing assessment, referral and short-to-medium term treatment by multidisciplinary care teams.

**Website:** [headtohealth.gov.au](http://headtohealth.gov.au)  
[swsphn.com.au/head-to-health](http://swsphn.com.au/head-to-health)

**Referral Process:** No referral or appointment necessary.

**Phone: 1800 595 212** -available to everyone  
8.30am - 5pm weekdays (except public holidays).

### Walk-in: Liverpool Head to Health Centre

Available for aged 12+

203 Northumberland Street, Liverpool.

Open 1pm-9.30pm Wednesday to Monday,  
and 1pm-5pm Tuesday (except public holidays).

HEAD T<sub>2</sub>  
HEALTH

Moderate (3)

## You in Mind

Psychological therapies for people 12 years +, with moderate to severe mental health problems. Services delivered by mental health professionals and clients may be linked in with a peer worker to receive peer support. You in Mind is available to specific groups, for further information about eligibility visit the website.

**Website:** [swsphn.com.au/youinmind](http://swsphn.com.au/youinmind)

**Referral Process:** GP or provisional referral via SWSPHN Mental Health Central Intake.



Moderate (3)

High (4)

<p><b>Consultant Psychiatry Service</b></p> <p>Initial assessment and brief intervention to people aged 12+ experiencing a severe and persistent mental illness with barriers to accessing a psychiatrist (e.g. financial hardship). It also provides advice, opinion and capacity building to GPs to better support patient care.</p> <p><b>Website:</b> <a href="https://swsphn.com.au/consultantpsychiatry">swsphn.com.au/consultantpsychiatry</a></p> <p><b>Referral Process:</b> GP or provisional referral by SWSLHD mental health teams, and PHN commissioned services via SWSPHN Mental Health Central Intake.</p>	<p>High (4)</p>
<p><b>Credentialed Mental Health Nurse Service</b></p> <p>Mental health support and coordination of clinical services for people aged 12+ living with a severe and complex mental illness, which has a significant impact on their day-to-day functioning.</p> <p><b>Website:</b> <a href="https://swsphn.com.au/mentalhealthnurseservice">swsphn.com.au/mentalhealthnurseservice</a></p> <p><b>Referral Process:</b> GP or provisional referral by SWSLHD mental health teams, and PHN commissioned services via SWSPHN Mental Health Central Intake.</p>	<p>High (4)</p>
<p><b>Clinical Suicide Prevention Service</b></p> <p>Priority access to psychological therapy for people who have attempted suicide or have suicidal ideation of low to medium risk.</p> <p><b>Website:</b> <a href="https://swsphn.com.au/clinicalsucideprevention">swsphn.com.au/clinicalsucideprevention</a></p> <p><b>Referral Process:</b> GP or provisional referral made by CoMHET only via SWSPHN Mental Health Central Intake</p>	<p>High (4)</p>
<p><b>Lifeline Crisis Support Suicide Aftercare Program</b></p> <p>Short term telephone crisis supports for people 18 years + who have attempted suicide. Lifeline Crisis Supporters provide outgoing phone calls to monitor a person's wellbeing and help keep the person connected.</p> <p><b>Website:</b> <a href="https://swsphn.com.au/lifeline-macarthur-and-western-sydney">swsphn.com.au/lifeline-macarthur-and-western-sydney</a></p> <p><b>Referral Process:</b> GP or provisional referral via SWSPHN Mental Health Central Intake.</p>	<p>Non-clinical Service</p>
<p><b>The Way Back Support Service</b></p> <p>Non-clinical aftercare focused on providing psychosocial supports via assertive outreach for people at increased risk following a suicide attempt or during a suicidal crisis.</p> <p><b>Website:</b> <a href="https://www.beyondblue.org.au/the-facts/suicide-prevention/after-a-suicide-attempt/the-way-back-support-service">www.beyondblue.org.au/the-facts/suicide-prevention/after-a-suicide-attempt/the-way-back-support-service</a></p> <p><b>Referral Process:</b> Referrals to be made by Liverpool and Campbelltown hospital staff direct to the service.</p>	<p>Non-clinical Service</p>

## Connector Hub South Western Sydney

Non-clinical psychosocial support for people 18 years + with a severe mental illness who do not currently have an NDIS package. Includes social activities, group sessions, individual support at times of increased need, assistance in applying for the NDIS and support to find appropriate health professionals and other services.

**Website:** [www.connectorhub.org.au](http://www.connectorhub.org.au)

**Phone:** 1800 518 216

**Referral Process:** Anyone can refer online, see: [www.connectorhub.org.au/refer](http://www.connectorhub.org.au/refer) OR GP or provisional referral via SWSPHN Mental Health Central Intake.



Non-clinical Service

## Headstart

headstart is a mental health navigation tool for people experiencing mental health concerns, as well as their friends, family and carers.

**Website:** [headstart.org.au/south-western-sydney](http://headstart.org.au/south-western-sydney)

headstart

Non-clinical Service



For individuals having suicidal thoughts, talking about self-harm or noticeably in serious distress, call **000** or ensure they have transport to the nearest emergency department. Alternatively contact the NSW Mental Health Access Line on **1800 011 511**.

## Information for Referrers

When a referral is made through **SWSPHN Mental Health Central Intake** the referred person is contacted by the allocated mental health professional to schedule an appointment.

### GP Referrers

Complete a GP Mental Health Referral Form and Mental Health Treatment Plan available at [swsphn.com.au/swsphn-central-intake](http://swsphn.com.au/swsphn-central-intake)

### Provisional (non-GP) Referrers

Complete an online referral at [phnswsws.redicase.com.au/#!/referral/create](http://phnswsws.redicase.com.au/#!/referral/create). Provisional referrals permit a client to receive a small number of sessions (usually three) prior to the client obtaining a GP Mental Health Treatment Plan. Once a GP Mental Health Treatment Plan is submitted to Mental Health Central Intake, additional sessions will be released.

**For more information and referral enquiries phone**

**SWSPHN Mental Health Central Intake Central Intake on 1300 797 746**

# Drug & Alcohol Services

South Western Sydney PHN funds organisations to introduce new, or expand existing, local support and treatment services for people with alcohol and/or other drug concerns. Services work with clients, their families and GPs to provide withdrawal management, rehabilitation, before and aftercare, and psychosocial counselling.



## headfyrst (12-25 years)

Co-occurring alcohol and other drugs and mental health service providing free counselling and support services for young people aged 12 to 25. Salvation Army Youthlink works closely with headspace centres delivering the service locally.

**Website:** [www.salvationarmy.org.au/youthlink/headfyrst](http://www.salvationarmy.org.au/youthlink/headfyrst)

**Referral Process:** Complete referral at [www.salvationarmy.org.au/youthlink/headfyrst](http://www.salvationarmy.org.au/youthlink/headfyrst) OR phone or visit headspace centre directly:

- **Bankstown:** 9393 9669, 1/41-45 Rickard Rd, Bankstown
- **Campbelltown:** 4627 9089, Level 8, 171-179 Queen St, Campbelltown
- **Liverpool:** 8785 3200, 1/50 Macquarie St North, Liverpool



## fyrst (12-25 years)

FYRST (Follow-On Youth Recovery Support Team) is a support service for young people 12-25 years who would like to address their alcohol and drug issues. FYRST also offers support to those who are completing, or have completed detox, rehab or are leaving detention. It provides a mobile support team to visit a client's home, meet at a cafe or pick-up a client from local transport. FYRST is located at Liverpool.

**Website:** [salvationarmy.org.au/youthlink/fyrst](http://salvationarmy.org.au/youthlink/fyrst)

**Referral Process:**

Complete referral at [salvationarmy.org.au/youthlink/fyrst](http://salvationarmy.org.au/youthlink/fyrst) OR

Phone: 0408 242 685 or 0427 022 052, OR

Email: [fyrst.southwest@ae.salvationarmy.org](mailto:fyrst.southwest@ae.salvationarmy.org)



## Community Restorative Centre – CRC

Transitional alcohol & other drug care for people exiting prison. Alcohol and other drug and community support for people with complex disadvantage, before and after release from custody. SWSPHN-funded services are available in the Liverpool area.

**Website:** [crcnsw.org.au](http://crcnsw.org.au)

**Referral Process:** Only through Corrective Services, or phone CRC on 9288 8700.



## Odyssey House NSW

Psychosocial counselling, group education, after care and case management services for adults with co-occurring alcohol and other drugs and mental health concerns. Services available in Campbelltown with outreach in Tahmoor, Bowral and Bankstown.

**Website:** [www.odysseyhouse.com.au](http://www.odysseyhouse.com.au)

**Referral Process:** GP and other professionals, or self-referral, phone: 1800 397 739 (press 2).



## Odyssey House NSW CALD Services

Culturally appropriate support and treatment to reduce the harm associated with the use of alcohol and other drugs within culturally and linguistically diverse communities. Services delivered to individuals and families through counselling, group programs and education. Services are provided across Liverpool, Fairfield, Bankstown and Campbelltown.

**Website:** [www.odysseyhouse.com.au](http://www.odysseyhouse.com.au)

**Referral Process:** GP and other professionals, or self-referral, phone: 1800 397 739 (press 2).



## General Practice Drug and Alcohol Advice and Support Service

Supports GPs providing care to patients with drug and alcohol and associated health issues throughout South Western Sydney. GPs have direct access to consultant drug and alcohol clinicians, including the medical team, 9am to 5pm Monday to Friday (excluding public holidays). Advice includes referral pathways, complex cases and case conferencing if needed.

**Call:** 0455 079 436 for prompt advice when management concerns arise during a consultation.

**Website:** [swsphn.com.au/gp-aod-advice-support-service](http://swsphn.com.au/gp-aod-advice-support-service)

## Rendu House

Rendu House Before and After Care and Complex Support Needs programs are delivered by St Vincent de Paul in Campbelltown, supporting people entering the Rendu House six-week non-residential rehabilitation day program. Services delivered include case management, psychological counselling, and educational and support groups for adults with alcohol and other drugs concerns. Outreach services are available in Liverpool and Fairfield, with mobile services also available.



**Website:** [vinnies.org.au/page/Find\\_Help/NSW/Addiction/Rendu\\_House](http://vinnies.org.au/page/Find_Help/NSW/Addiction/Rendu_House)

**Referral Process:** GPs and other professionals can email [rendu.house@vinnies.org.au](mailto:rendu.house@vinnies.org.au) to request a referral form OR self refer by calling 4621 5500.

## Alcohol and Other Drugs (AOD) GP Education Program

The Australian Government has funded the Alcohol and Other Drugs (AOD) GP Education Program – an education package and training grants for GPs – to improve support and increase resources available to GPs to treat drug and alcohol use. Funding has been provided to both the Royal Australian College of General Practitioners (RACGP) and the Australian College of Rural and Remote Medicine (ACRRM) to administer the package. Depending on the training pathway you complete, you may be eligible for QI&CPD/PDP hours and incentive grant payments.

For more information visit [swsphn.com.au/aod-education](http://swsphn.com.au/aod-education)

# Mental Health and Drug & Alcohol Services for Aboriginal Communities



## Tharawal Social and Emotional Wellbeing

Provides support and access to culturally safe, mental health and drug and alcohol services. The service holistically meets the healing needs and the social, emotional, spiritual and cultural wellbeing of Aboriginal and Torres Strait Islander people and community.

**Website:** [www.tacams.com.au](http://www.tacams.com.au)

**Referral Process:** GPs and other professionals can complete referral form via website, and email to [sewb@tacams.com.au](mailto:sewb@tacams.com.au)  
OR phone: 4624 9430.



## Gandangara Social Emotional Wellbeing service

Alcohol and other drug and mental health counselling, groups and support, including Culture as Healing, and Cultural Immersion on Country with Elders in Residence. Services available at Gandangara Aboriginal Health Services in Liverpool and outreach services in Fairfield, Canterbury-Bankstown, Campbelltown, Camden, Wollondilly and Wingecarribee for Aboriginal and Torres Strait Islander People and community.

**Website:** [www.gandangara.org.au/gandangara-health-services](http://www.gandangara.org.au/gandangara-health-services)

**Referral Process:** Phone directly: 9601 0700.





## National Helplines 24/7

**Lifeline**.....**13 11 14**  
.....lifeline.org.au

**Suicide Call Back Service**.....**1300 659 467**  
.....www.suicidecallbackservice.org.au

**Beyond Blue Support Service**.....**1300 224 636**  
.....www.beyondblue.org.au

**Kids Helpline**.....**1800 551 800**  
.....kidshelpline.com.au

**MensLine Australia**.....**1300 789 978**  
.....mensline.org.au

**Alcohol Drug Information Service (ADIS) NSW**.....**1800 250 015**  
.....yourroom.health.nsw.gov.au

**Family Drug Support**.....**1300 368 186**  
.....www.fds.org.au

**GambleAware**.....**1800 858 858**  
.....www.gambleaware.nsw.gov.au

**Head to Health**.....**1800 595 212**  
.....headtohealth.gov.au

Available 8.30am – 5pm weekdays (except public holidays).



An Australian Government Initiative

**South Western Sydney PHN**

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