Guide to Sydney North Health Network's Commissioned Services

Call or fax Sydney North Health Network's Mental Health Triage team:

1300 782 391 **02 8072 6899**

Mental Health Services

	SERVICE NAME & CONTACT	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Low intensity	Emotional Wellbeing Space 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
	Healthy Minds	Digital coach to improve symptoms of mild to moderate anxiety and/or depression	Self-paced program over a number of weeks	People experiencing mild to moderate distress	Patient access: tinyurl.com/ healthy-minds-sydney
Mild to moderate short-term psychological therapies	Access Plus	Short-term individual psychological therapies. Target group: people experiencing financial disadvantage and at-risk/underserviced groups including young people, people from Aboriginal or Torres Strait Islander backgrounds, CALD (culturally and linguistically diverse), LGBTQI, 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**: • Referral Form • Mental Health Treatment Plan • K10+ (adults) **OR** K5 (ATSI) **OR** SDQ (children)
	Lifeline Groups	Short-term group psychological therapy: • 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+	
	New Vision 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
	headspace 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	
	Head To Health 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
	KYDS 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

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Mental Health Services *continued*

	SERVICE NAME & CONTACT	SERVICE TYPE	SESSIONS	ELIGIBILITY	REFERRAL PATHWAY
Severe & complex	Uniting Adult Mental Health Uniting YESS 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
	Brellah Psychiatry Services 9122 0888	Providing short-term general adult and child and adolescent psychiatry services for underserviced groups, for people experiencing severe and complex mental illness	Up to 3 sessions per referral. Maximum of 6 sessions per individual in a 12 month period.	12 years and over experiencing severe and complex mental illness. Unable to afford private services.	Via Mental Health Triage only
	Mission Australia Psychosocial Support Service 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	Emotional Wellbeing for Older Persons 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
	Caber-ra Nanga 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
	The Way Back 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
	Gidget Perinatal Mental Health 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

- In addition to the listed eligibility criteria, the individual must live, work or study in the Northern Sydney PHN 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.

Mental Health Triage is not a crisis service. For urgent mental health needs, please contact the **Mental Health Access Line** on 1800 011 511. (Staffed by mental health professionals, the line gives NSW residents access to expert mental health advice, support and referrals for people dealing with a mental health problem and their families and carers.)

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Alcohol and Other Drug Services

PROVIDER & CONTACT	SERVICES AVAILABLE	ELIGIBILITY	SESSIONS	REFERRAL PATHWAY
Sydney Drug Education & Counselling Centre (SDECC) 9977 0711	Provision of non-residential counselling services for young people who misuse alcohol and other drugs. Services include: • Group and individual counselling • Case management • Care planning • Group and individual counselling for parents	12-25 years old (and support for their parents around child's substance misuse issues) *12-13 year-olds require consent	As required based on individual needs	Direct referral or via Mental Health Triage
Odyssey House 1800 397 739	Provision of non-residential counselling services for adults who misuse alcohol and other drugs offering community-based group programs, individual counselling, and case management. Culturally appropriate and specific alcohol and other drug treatment services are available to Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse clients.	18+ years old	As required based on individual needs	Direct referral or via Mental Health Triage

All services are funded by SNHN, with no out-of-pocket expenses for the client.

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Hospital Avoidance Services

	SERVICE PROVIDER & CONTACT	SERVICES AVAILABLE	ELIGIBILITY	REGION	REFERRAL PATHWAY
GP Social Work Services	PCCS GP Social Work Connect 9477 8700	• 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	• 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	**PCCS** operates the GP Social Work service across the following LGAs: • Hornsby • Ku-ring-gai • Ryde	Direct referral **Email**: intake@pccs.org.au **Fax**: 02 9477 8799
	CCNB GP Social Work Program 1300 002 262			**CCNB** operates the GP Social Work service across the following LGAs: • Hunters Hill • Lane Cove • Mosman • North Sydney • Northern Beaches • Willoughby	Direct referral **Email**: referrals@ccnb.com.au **Fax**: 02 9979 7611
Hospital Discharge Services	PCCS Back to Home Back to Life 9477 8700	• 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	• 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	**PCCS** supports people residing in the following LGAs: • Hunters Hill • Lane Cove • Mosman • North Sydney • Northern Beaches • Ryde • Willoughby	Direct referral **Email**: enquiries@pccs.org.au
	JBC Stay at Home 0437 522 258			**JBC** supports people residing in the following LGAs: • Hornsby • Ku-ring-gai	Direct referral **Email**: stayathome@justbettercare.com

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