

# Commissioned Mental Health Services 2022



## A stepped care approach to mental health service provision in South Eastern NSW

COORDINARE uses an integrated mental health and suicide prevention approach ('stepped care') to guide mental health activity. All regional mental health planning and commissioning of services is founded upon this approach.

A stepped care approach to mental health service provision involves the following elements:







1. stratification of the population into different 'needs groups', ranging from whole of population needs for mental health promotion and prevention, through to those with severe, persistent and complex conditions
2. setting interventions for each group – this is necessary because not all needs require formal intervention
3. defining a comprehensive 'menu' of evidence-based services required to respond to the spectrum of need
4. matching service types to the treatment targets for each needs group and commissioning / delivering services accordingly.






An individual is matched to the intervention level that most suits their need. They do not have to start at the lowest, least intensive level of intervention in order to access a different 'step'. Rather, they have their service level aligned to their requirements at the time of entering the mental health system.








The five steps in stepped care:








You can find a map of COORDINARE's region, South Eastern NSW, [here](#). The Illawarra Shoalhaven covers local government areas (LGAs) 1–4. Southern NSW covers LGAs 5–12.

COORDINARE funded mental health & suicide prevention services			
Program name	Type of service	Locations	Service provider details
<b>Head to Health assessment and referral line</b> All stepped care levels	Warm transfer to all levels of mental health care (1-5)	telephone	<b>Head to Health Initial Assessment and Referral service</b> 1800 595 212 Monday to Friday, 8.30am to 5pm (except public holidays).
<b>Head to Health Hub</b>   	Psychological therapy, as part of a multidisciplinary team, to support the mental health of people of all ages, struggling during extended lockdown.  Delivered face-to-face or via telehealth.	Illawarra Shoalhaven Southern NSW	<b>Family Services Australia</b> 1800 372 000 (option 2) <a href="https://coordinare.org.au/for-health-professionals/health-priorities/mental-health-and-suicide-prevention/headtohealth">coordinare.org.au/for-health-professionals/health-priorities/mental-health-and-suicide-prevention/headtohealth</a>
Children and Young People			
<b>Connect for Kids</b>   	Psychological therapy for children and young people in non-metro areas aged 0–15 years and their families.  Referral from a doctor or school is required to access this service. Delivered via telehealth.	Shoalhaven Southern NSW	<b>Royal Far West</b> 1800 500 061 <a href="https://royalfarwest.org.au/program/telecare-for-kids">royalfarwest.org.au/program/telecare-for-kids</a>
<b>headspace</b>   	Health professionals support children and young people aged 12–25 with mental and physical health, alcohol and other drugs, and work and study. Visits are confidential.	Illawarra Shoalhaven Southern NSW	<b>Relationships Australia</b> Batemans Bay: 1800 718 383  <b>Grand Pacific Health</b> Bega: 1800 959 844 Goulburn: (02) 4824 4944 Yass: (02) 4824 4950 Nowra: (02) 4446 7300 Wollongong: (02) 4220 7660  <b>Marathon Health</b> Queanbeyan: (02) 6298 0300  <a href="https://headspace.org.au">headspace.org.au</a>

<p><b>NewAccess</b></p> 	<p>A six-session coaching service using Cognitive Behavioural Therapy. For anyone aged 12 or older who feels stressed, anxious or overwhelmed about everyday life challenges, such as work, study, relationships, health, and loneliness. Available in person, via phone or videocall.</p>	<p>Illawarra Shoalhaven Southern NSW</p>	<p><b>Wellways Australia</b> 1300 921 535 (option 1) <a href="https://wellways.org.au/our-services/newaccess">wellways.org.au/our-services/newaccess</a></p>
<b>Adults</b>			
<p><b>Integrated Recovery Services</b></p> 	<p>Recovery-oriented services for adults with severe and complex episodic mental health needs. Delivered by mental health clinicians and peer support workers with lived experience of mental ill-health.</p>	<p>Illawarra Southern NSW</p>	<p><b>Grand Pacific Health</b> 1800 228 987 <a href="https://gph.org.au/our-health-services/integrated-recovery-services">gph.org.au/our-health-services/integrated-recovery-services</a></p>
<p><b>Commonwealth Psychosocial Supports Program</b></p> 	<p>Psychosocial support service for adults with episodic mental health conditions. Delivered by peer support workers with lived experience of mental ill-health to support individual recovery goals in groups and 1:1 support</p>	<p>Illawarra Shoalhaven Southern NSW</p>	<p><b>Flourish Australia</b> 1300 779 270 <b>Neami National</b> (02) 4226 3277 <b>One Door Mental Health</b> (02) 4474 0811 <b>The Disability Trust</b> 1300 347 224</p>
<p><b>NewAccess</b></p> 	<p>A six-session coaching service using Cognitive Behavioural Therapy. For anyone aged 12+ who feels stressed, anxious or overwhelmed about everyday life challenges, such as work, study, relationships, health, and loneliness. Available in person, via phone or videocall.</p>	<p>Illawarra Shoalhaven Southern NSW</p>	<p><b>Wellways Australia</b> 1300 921 535 (option 1) <a href="https://wellways.org.au/our-services/newaccess">wellways.org.au/our-services/newaccess</a></p>
<p><b>Psychological Therapies</b></p> 	<p>Flexible psychological therapies provided primarily through in-person consultations with a mental health professional. See</p>	<p>Illawarra Shoalhaven Southern NSW</p>	<p><b>Grand Pacific Health</b> 1800 228 987 <a href="https://gph.org.au/our-health-services/therapy-and-counselling-services">gph.org.au/our-health-services/therapy-and-counselling-services</a></p>

	website for some specialty services included.		
<b>Rural Outreach Mental Health Service</b>  	Recovery-oriented services for adults with severe and complex episodic mental health needs. Delivered by mental health nurses.	Illawarra (excluding Wollongong) Shoalhaven Southern NSW	<b>Rural Outreach Mental Health Service</b> (02) 4421 7525 <a href="http://romhs.com.au">romhs.com.au</a>
<b>Next Steps Suicide Prevention Aftercare</b>  	A psychosocial program for people aged 16+ who have presented in suicidal crisis to emergency departments or community mental health teams. Staffed by skilled peer workers who work closely with the person to help reduce their risk and take steps towards the life they want.	Illawarra Shoalhaven Southern NSW	<b>Grand Pacific Health</b> 1800 228 987
<b>Older People</b>			
<b>Continuing 2 Be Me (C2bMe)</b>   	Psychological therapy for people living in residential aged care facilities and in the community. For non-Indigenous people aged 65+ and Indigenous people aged 55+.	Illawarra Shoalhaven Southern NSW	<b>Uniting</b> 1800 422 263 (1800 C2bMe) <a href="http://parramattamission.org.au/c2bme/c2bme-sensw">parramattamission.org.au/c2bme/c2bme-sensw</a>
<b>Aboriginal and Torres Strait Islander People</b>			
<b>Social and emotional wellbeing services</b>    	Culturally safe social and emotional wellbeing services for Aboriginal and Torres Strait Islander people.	Illawarra Shoalhaven Southern NSW	<b>Illawarra Aboriginal Medical Service</b> (02) 4229 9495 <a href="http://llawarraams.com.au">llawarraams.com.au</a>  <b>South Coast Medical Service Aboriginal Corporation</b> 1800 215 099 <a href="http://southcoastams.org.au">southcoastams.org.au</a>  <b>Waminda South Coast Women's Health and</b>

			<p><b>Welfare Aboriginal Corporation</b> (02) 4421 7400 <a href="http://waminda.org.au">waminda.org.au</a></p> <p><b>Katungul Aboriginal Corporation Regional Health &amp; Community Services</b> Narooma: (02) 4476 2155 Bega: (02) 6492 0532 Batemans Bay: (02) 4488 4050 <a href="http://katungul.com.au">katungul.com.au</a></p>
<p><b>Strong Foundations</b></p>  	<p>School-based mental health literacy and help-seeking program for Aboriginal and Torres Strait Islander children in years 3–6. Social and emotional wellbeing service for family members requiring additional support.</p>	Shoalhaven	<p><b>South Coast Medical Service Aboriginal Corporation</b> 1800 215 099 <a href="http://southcoastams.org.au/strong-foundations">southcoastams.org.au/strong-foundations</a></p>
<p><b>Strong Yawa</b></p> 	<p>After hours telephone support service for Aboriginal and Torres Strait Islander people who are experiencing distress.</p>	Shoalhaven	<p><b>Waminda South Coast Women’s Health and Welfare Aboriginal Corporation</b> 1800 953 736 <a href="http://waminda.org.au/health/strong-yawa">waminda.org.au/health/strong-yawa</a></p>
<b>Bushfire Recovery Services</b>			
<p><b>Bushfire Recovery Counselling</b></p>  	<p>Counselling for individuals, families, and communities impacted by bushfires.</p>	Shoalhaven Southern NSW	<p><b>Catholic Care</b> 1800 068 698 <a href="http://coordinare.org.au/assets/CatholicCare-flyer.jpg">coordinare.org.au/assets/CatholicCare-flyer.jpg</a></p> <p><b>Grand Pacific Health</b> 1800 228 987 <a href="http://coordinare.org.au/assets/GP-H-Bushfire-Support-flyer.pdf">coordinare.org.au/assets/GP-H-Bushfire-Support-flyer.pdf</a></p>

All services are provided at no cost to recipient. **Level five services** are provided by the Local Health District (Illawarra Shoalhaven or Southern NSW) and can be accessed via the [NSW Mental Health Line](#) on **1800 011 511**.

## Further information

- Information on local drug and alcohol services for health professionals – click [here](#).
- Managing drug and alcohol and drug related issues in general practice flyers:
  - [Illawarra Shoalhaven](#)
  - [Southern NSW](#)
- Information on local drug and alcohol services for the community – click [here](#).
- Information for carers: call the Carer Gateway on 1800 422 737 to help you to find local services and supports or visit [carergateway.gov.au](http://carergateway.gov.au).
- Please note that the above list is of PHN-funded services only. Other services are listed in the [National Health Services Directory](#).
- For Australia-wide digital mental health services and resources, please visit the Australian Government's Head to Health hub at [headtohealth.gov.au](http://headtohealth.gov.au).
- Also see COORDINARE's [Community Supports page](#) that provides quick links to community supports available in South Eastern NSW.