

Commissioned Mental Health Services 2021



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	Provider details
Head to Health triage line All stepped care levels	Warm transfer to all levels of mental health care (1-5)	telephone	Head to Health Intake, Assessment and Referral service 1800 595 212 Monday to Friday, 8.30am to 5pm (except public holidays).
Head to Health Pop Up mental health hub  	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	Family Services Australia 1800 372 000 (option 2) https://www.fsapsychology.org.au/
Children and Young People			
Connect for Kids  	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	Royal Far West 1800 500 061 royalfarwest.org.au/wp-content/uploads/2020/05/connect-for-kids-2020-update.pdf
headspace  	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.	Batemans Bay Bega Goulburn Nowra Queanbeyan Wollongong	Relationships Australia Batemans Bay: 1800 718 383 Grand Pacific Health Bega: 1800 959 844 Goulburn: (02) 4824 4944 Nowra: (02) 4446 7300 Wollongong: (02) 4220 7660 Marathon Health Queanbeyan: (02) 6298 0300 headspace.org.au
Adults			
Integrated Recovery Services 	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.	Illawarra (excluding Shoalhaven) Southern NSW	Grand Pacific Health 1800 228 987 gph.org.au/our-health-services/integrated-recovery-services
National Psychosocial Supports 	Psychosocial support service for adults with episodic mental health conditions. Delivered by peer support workers with lived experience of mental ill-health	Illawarra Shoalhaven Southern NSW	Flourish Australia 1300 779 270 flourishaustralia.org.au

	to support individual recovery goals in groups and 1:1 settings.		
NewAccess 	A six-session coaching service using Cognitive Behavioural Therapy. For anyone aged 16 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.	Illawarra Shoalhaven Southern NSW	Wellways Australia 1300 921 535 wellways.org/our-services/newaccess
Psychological Therapies 	Flexible psychological therapies provided primarily through in-person consultations with a mental health professional.	Illawarra Shoalhaven Southern NSW	Grand Pacific Health 1800 228 987 gph.org.au/our-health-services/mental-health/therapy-and-counselling-services
Rural Outreach Mental Health Services 	Recovery-oriented services for adults with severe and complex episodic mental health needs. Delivered by mental health nurses.	Shoalhaven	Rural Outreach Mental Health Service (02) 4421 7525 romhs.com.au/shoalhaven
Rural Outreach Mental Health Services (Telehealth) 	Recovery-oriented services for adults with severe and complex episodic mental health needs. Delivered by mental health nurses via telehealth.	Kiama Shellharbour Southern NSW	Rural Outreach Mental Health Service (02) 4421 7525 romhs.com.au/southern-shoalhaven or romhs.com.au/shellharbour-lga
Older People			
Continuing 2 Be Me (C2bMe) 	Psychological therapy for people living in residential aged care facilities and in the community.	Illawarra Shoalhaven Southern NSW	Parramatta Mission 1800 422 263 (1800 C2bMe) parramattamission.org.au/c2bme/c2bme-south-eastern-nsw
Aboriginal and Torres Strait Islander People			
Social and emotional wellbeing services 	Culturally safe social and emotional wellbeing services for Aboriginal and Torres Strait Islander people.	Illawarra Shoalhaven Southern NSW	Illawarra Aboriginal Medical Service (02) 4229 9495 illawarraams.com.au South Coast Medical Service Aboriginal Corporation 1800 215 099 southcoastams.org.au Waminda South Coast Women's Health and Welfare Aboriginal Corporation

			(02) 4421 7400 waminda.org.au Katungul Aboriginal Corporation Regional Health & Community Services Narooma: (02) 4476 2155 Bega: (02) 6492 0532 Batemans Bay: (02) 4488 4050 katungul.com.au
Strong Foundations 	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.	Shoalhaven	South Coast Medical Service Aboriginal Corporation 1800 215 099 southcoastams.org.au
Strong Yawa 	After hours telephone support service for Aboriginal and Torres Strait Islander people who are experiencing distress.	Shoalhaven	Waminda South Coast Women’s Health and Welfare Aboriginal Corporation 1800 953 736 waminda.org.au
Bushfire Recovery Services			
Bushfire Recovery Counselling 	Counselling for individuals, families, and communities impacted by bushfires.	Shoalhaven Southern NSW	Catholic Care 1800 068 698 coordinare.org.au/assets/CatholicCare-flyer.jpg Grand Pacific Health 1800 228 987 coordinare.org.au/assets/GPH-Bushfire-Support-flyer.pdf
Bushfire Recovery Counselling 	Culturally safe counselling and psychiatry service for Aboriginal and Torres Strait Islander individuals, families, and communities impacted by bushfires.	Southern NSW	Katungul Aboriginal Corporation Regional Health & Community Services Narooma: (02) 4476 2155 Bega: (02) 6492 0532 Batemans Bay: (02) 4488 4050 katungul.com.au
Services for GPs			
HealthPathways	Localised information about service options available to support treatment decisions. The pathways are designed primarily for general practice teams, but are also available to specialists, allied health professionals, and other health professionals in your region.	Illawarra Shoalhaven Southern NSW	Illawarra Shoalhaven illawarrashoalhaven.communityhealthpathways.org ACT & Southern NSW actsnsw.communityhealthpathways.org

GP Psychiatry Support Line	A service for GPs who require psychiatry advice on the phone or via secure messaging.	Illawarra Shoalhaven Southern NSW	ProCare Mental Health Services 1800 16 17 18 gpsupport.org.au

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](#)
- *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](#)
- 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
- 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
- Also see [COORDINARE’s Community Supports page](#) that provides quick links to community supports available in South Eastern NSW.