



Health
South Western Sydney
Local Health District

A hand is shown from the top left, delicately balancing a smooth, rounded, light-colored stone on top of a stack of five similar stones. The stack is positioned in the center-left of the frame. The background is a clear, bright blue sky with a few wispy clouds. In the foreground, there is a field of green grass with some blades in sharp focus. The overall composition is clean and minimalist, emphasizing balance and stability.

MENTAL HEALTH SERVICES

in the Southern Highlands

South Western Sydney Local Health District and non-government organisations offer a range of services which support people experiencing mental health problems and their families to access medical treatment and support services located in the Southern Highlands local government areas.

Accessing the appropriate service and getting help early for mental health problems leads to better outcomes for the person, their carers and families.

The information in this directory is correct at the time of printing, but may change without notice.

How do we know when someone may be mentally unwell?

You may recognise that you or someone you know is experiencing a mental health problem. This can include changes in a person's thinking, emotional state or behaviour which can affect their daily life. These changes disrupt the person's ability to work or carry out their usual personal relationships. The person may also be at risk of self-harm, neglect, harming others or suicide.

Note: Specialist psychiatric assessment is required to diagnose a mental illness however the listed symptoms may indicate there is a problem:

- Hallucinations (altered perceptions of reality e.g. hearing voices)
- Delusions (fixed false ideas about reality) that place the person at risk
- Paranoia (fearing for their wellbeing because they believe they are being followed, spied on or someone wants to harm them)
- Significant changes in mood such as pronounced depression, anxiety or elevation in mood
- Restless, agitated and disorganised behaviour or significant decrease in usual activities
- Confusion and disorientation
- Isolating themselves (not wanting contact with others)
- Significant impairment of social and/or occupational functioning (e.g. unable to leave the house or go to school/work etc. because of the above)
- Significant impairment in self-care
- Suicidal thoughts or acts of self-harm (overdosing on drugs/alcohol or medications, cutting, burning skin, inserting or swallowing dangerous objects etc.)
- Destructive or high risk behaviours

How to get help if someone seems to be mentally unwell

It can be difficult to know who to contact for assistance and when. People are often too afraid to access services simply because they feel that they will be judged in a negative way by the people around them or be treated according to the stigma that surrounds mental illness. This is unfortunate as effective treatments are available for mental health problems. Treatment and support provided at the early stage of illness can reduce suffering and improve quality of life.

Don't speak English?

You can get phone interpreting through Translating and Interpreting Services (TIS) by calling **131 450**. Available **24 hours** a day, every day of the year.

Interpreting

- For people who can't speak English
- For people who can't hear spoken languages

When you attend or contact services at the hospital or community health, you can ask the health staff for an Interpreter that speaks your language or an **Auslan Interpreter** if you can't hear words.

How to obtain help

Family Doctor (General Practitioner)

One of the first options is to explain the symptoms and concerns to a local General Practitioner (GP). Some symptoms of mental illness can be caused by a physical illness or medication so it is important to eliminate physical causes first. A GP is able to make referrals to a psychiatrist, psychologist or counsellor depending on the person's needs. A GP can prescribe medication and can also help you develop a mental health care plan (see GP under other Services)

Is there an immediate risk or crisis?

There are several services that can help you if there is a crisis or emergency.

Contact: **NSW Mental Health Line 1800 011 511**

This line connects callers with the right care and is a **24 hour** service across NSW. When a person calls they will be connected to an experienced mental health professional who can offer advice on the most suitable service for their needs and availability along with contact details for local services. Note: The service does not provide therapeutic interventions such as counselling and psychotherapy.

Contact: **Bowral Mental Health** (Intake Service) **4861 8000**

Monday to Friday 9am – 3pm.

The intake service is an initial point of contact for all people within the area. The intake team provides information about the mental health team as well as referrals to the most appropriate assessment and treatment services. Their core responsibility is to provide mental health triage, risk assessment and mental health assessment for people experiencing a mental health disorder and who are at risk.

The Mental Health Team provide an on-call service between **5pm – 10pm, Monday to Friday** (excluding Public Holidays) which can be accessed by calling the Bowral Hospital reception and asking for the mental health service to be paged.

Overnight between 10pm – 9am there is no direct access to the mental health team.

Alternatively go to **Bowral District Hospital Emergency Department**

Bowral District Hospital has two mental health gazetted beds in the Milton Park General ward for people during an acute stage of their illness who require urgent treatment and observation. Admittance is through the Emergency Department. Phone **4861 0200**.

If there is an immediate risk to the physical health of yourself, other family members or another person who requires urgent medical attention contact the Ambulance Service **000** directly or attend the nearest Emergency Department.

If there is an immediate high risk of violence towards you or other family members, another person, property or animals contact the NSW Police Force **000** directly.

Deciding who to call

RISK SITUATION	ASSISTANCE
Ideas/hallucinations of suicide/homicide with no behavioural disturbance (or history of)	Mental Health Team
Highly distressed or acute mental health problems but no dangerous behaviour	Mental Health Team
Unco-operative or unwilling to accept help/care	Mental Health Team
Shows little interest in or comprehension of efforts made on their behalf	Mental Health Team
Presence of ideas or hallucinations of suicide/homicide with impulsive or aggressive behaviour (or history of)	Police and Ambulance; Mental Health desirable
Actual or threatening violence (self or others)	Police
Dangerous environment (e.g dangerous dog; isolated site; late night)	Police
Siege situation or presence of firearm/lethal weapon (or history of use of)	Police
Physical illness or injury (actual or suspected)	Ambulance
Overdose (drug/alcohol/medication)	Ambulance
Under the influence of alcohol or drugs	Ambulance

Services provided by South Western Sydney Local Health District

Aboriginal Liaison – Mental Health

Aboriginal workers employed by the Mental Health Service assist Aboriginal clients with care coordination, consultation, liaison with other services, education and advocacy. To speak to an Aboriginal worker please call the Wingecarribee Community Health Centre. Phone **4861 8000**.

Adolescent Mental Health Team (Centre of Youth)

Provides a specialist service to support children and adolescents 12-17 years who are experiencing mental health issues including severe anxiety, depression, early psychosis, other mood disorders and eating disorders. Referral is through the **Bowral Mental Health Intake Service** from a general practitioner, paediatrician, school counsellor etc. Access is through the Intake Service. Phone **4861 8000**.

Adult Mental Health Team

The adult mental health team is based at the Wingecarribee Community Health Centre in Bowral, and provides assessment, treatment and care coordination services for adults who are experiencing a range of mental illnesses such as severe anxiety, depression, eating disorders, other mood disorders and psychoses. Medical treatment is provided by specialist psychiatric registrars and/or in consultation with the patient's general practitioner or private psychiatrist. The **hospital consultation liaison** service is provided to Bowral Hospital for patients in any of the hospital wards. The team generally provides acute care, crisis response and case management/care coordination within a multi-disciplinary team. Access is through the Intake Service. Phone **4861 8000**.

Drug Health Services

For people living, working, visiting or studying in South Western Sydney with concerns relating to their own or another person's use of alcohol, illicit drugs (such as cannabis; heroin; stimulants; cocaine) prescription medication and tobacco.

Monday to Friday 8:30am – 5pm

Phone **9616 8586** or visit www.swslhd.nsw.gov.au/drughealth.html

For 24 hour information and advice contact the Alcohol and Drug Information Service on **9361 8000**.

Mental Health Rehabilitation and Recovery Team

The team is based at **Berrima Cottage** at the rear of the Bowral District Hospital and provides a range of individual and group programs for adults recovering from a mental illness. Access is through the Intake Service. Phone **4861 8000**.

Specialist Mental Health Services for Older People (SMHSOP)

Provides services for older people aged over 65 years (over 50 years if Aboriginal or Torres Strait Islander) who have developed, or are at risk of developing a mental health disorder such as depression or psychosis, or who may have moderate to severe behavioural problems associated with dementia and/or mental illness. Community teams provide specialist clinical assessment and case management in conjunction with GPs and other service providers. Referrals can be from yourself, a family member or someone you are caring for by calling the **NSW Mental Health Line on 1800 011 511**.

Other services that can provide medical treatment and/or support

After Hours GP Helpline

Available when regular GP services are closed. **1800 022 222**.

General Practice (GP)

A GP can provide medical assessment and treatment, continuation of treatment after discharge from hospital or mental health service or can refer you to the most appropriate professional for psychological support. A mental health care plan is developed by the GP so that people with mild to moderate mental disorders are able to access care through the *Medicare Access to Allied Psychological Services Program (ATAPS)* for Adults or Children. **www.swsml.com.au**

Headspace (Youth Mental Health) Centres

Provides advice, support, education and general medical care for young people 12-25 years who are experiencing a range of issues related to their mental wellbeing. A referral from a General Practitioner or Mental Health Service is required.

Phone Campbelltown **4627 9089** or Wollongong **4220 7660**

Visit **www.headspace.org.au**

Lifeline Macarthur (Telephone Crisis Support)

Provides **24 hour telephone** crisis support staffed by trained volunteers.

Online crisis support service available **7 days a week from 8pm – midnight**.

Phone **13 11 14** or visit **www.lifeline.org.au**

Northside Macarthur Private Clinic

Ramsay Mental Health and The Northside Group provides a 36 bed facility for people experiencing mental health problems and illness and is located in Campbelltown.

Length of stay is up to 4 weeks with follow-up after discharge managed by Day Services. A referral from a General Practitioner or Psychiatrist is required.

For information related to admission contact **1300 652 627**

Visit **www.northsidemacarthur.com.au**

South Western Sydney Medicare Local and Schizophrenia Fellowship of NSW Partners in Recovery Program

Supports adults with severe and persistent mental illness with complex needs who may not be engaged with a Mental Health Service. The program works with their carers and families by getting services and support from multiple sectors they could benefit from.

Phone **1300 747 797** or visit **www.pirsws.com.au**

The Benevolent Society

Personal Helpers & Mentors Program

Assists people aged 16 years + who are severely affected by mental illness to better manage their daily lives and move towards recovery.

Phone **4869 8300** or visit **www.benevolent.org.au**

Mission Australia

Resource and Recovery Program

Assists people aged 16 years and who are recovering from mental illness by providing ongoing support in gaining employment and/or education and training.

Phone **4869 3460** or **0428 985 289**

Counselling Services

Counselling services are suitable for people with mild to moderate mental health problems who are willing or able to engage with a professional to explore ways to support their mental wellbeing, relationships and learn skills to cope with stress, parenting, study etc.

There are many services available in the community that are free, subsidised or fee for service depending on the skills of the professionals and service capacity.

ACON

Counselling Services

Provides counselling to the LGBTI (Lesbian, Gay, Bisexual, Transgender and Intersex) community to help them deal with issues such as sexuality and identity, depression and anxiety, relationship, grief and loss. Phone **02 9206 2000** or visit **www.acon.org.au**

Charity based organisations such as Anglicare, CatholicCare, UNIFAM, Baptist Community Services, Mission Australia, Relationships Australia and St Vincent de Paul Society can provide skills workshops and individual, couple or group therapy. The services are subsidised and a contribution from the client may be needed. Please contact them individually for fees and eligibility etc.

Community Health Counselling Teams are able to provide free counselling at the Wingecarribee Community Health Centre.

Phone **4861 8000** for enquiries and appointments.

Department of Veterans Affairs

Veterans And Veterans' Families Counselling Service (VVCS)

Provides counselling and group programs for Australian veterans, peacekeepers and their families. It is a specialised, free and confidential Australia-wide service. VVCS staff are qualified psychologists or social workers that can provide a wide range of treatments and programs for war and service-related mental health conditions, including post traumatic stress disorder (PTSD). Phone **1800 011 046** or visit **www.dva.gov.au**

Wesley Mission

Mums and Kids Matter Program

Provides a state-wide community-based program that assists mums with mental illness and their children with long-term support, mentoring and specialist assistance. Referral accepted from a mental health facility.

Phone **9608 9629** or visit **www.wesleymission.org.au**

Gambling Help

Free and confidential service for problem gamblers and for those affected by problem gambling. The Helpline counsellors are there to help you with any of your gambling related issues. Phone **1800 858 858** or visit **www.gamblinghelp.nsw.gov.au**

Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

Provides personal support programs, counselling, psychiatric services and support groups for people who have survived torture or trauma and are refugees or asylum seekers. Phone **9794 1900** or visit **www.startts.org.au**

University of Western Sydney in partnership with Lifeline Macarthur Psychology Clinic (located in Smeaton Grange)

Provides a free child and adult psychological service for a diverse range of mental health problems. The service is provided by intern psychologists undertaking a Masters of Psychology (Clinical) post-graduate degree under the supervision of specialist clinical psychologists and academic supervisors from the school of social sciences and psychology. Phone **4645 7241** or visit **www.uws.edu.au/ssap/school_of_social_sciences_and_psychology/psychology_clinic**

Family and Carer Support Services & Peer Support

Schizophrenia Fellowship of NSW

Sunflower Seeds – Day to Day Living Centre

Provides a recovery focused program for people living with a mental illness that supports them make choices that will support their independence and recovery.

Phone **4861 0320**.

St Vincent de Paul Society NSW

Compeer Friends Program

Matches adults in the recovery phase of a diagnosed mental illness in friendship with a caring community volunteer of the same gender for social support.

Phone **4627 9180** or visit www.vinnies.org.au/page/Find_Help/NSW/Compeer_Friendship_Program/

The Haven Project and Accommodation Support

Can provide help to carers of people with a mental illness through a range of services offered including respite options, recreational activities, wellness activities and education to support their caring role. Accommodation support is provided to people with a mental illness living independently in the community.

Phone **4860 1100** or **4871 3157**

The Disability Trust Phone **4860 1100**

BCD Community Care Phone **4871 3157**

Schizophrenia Fellowship of NSW

Carer Assist Service

Provides free information, education, advocacy and support to people who care for someone with a mental illness, as well as to any family members. Assistance can be provided individually or in groups and includes assistance with navigating the mental health system, providing information on mental illness and services, coping with grief, building support systems and advocacy.

Phone **4868 2755** or visit www.carerassist.org.au

Schizophrenia Fellowship of NSW

Mental Health Respite Support Service

Provides a range of options (recreational, social, educational) that aim to support families and friends of people with a mental illness to develop skills and promote supportive relationships. Phone **0448 029 985**.

beyondblue: Online Directory of National Helplines and Websites
www.beyondblue.org.au/get-support/national-help-lines-and-websites

Online Directory of **Mental Health and Support Services** across south western Sydney
www.mentalhealthsws.net.au

South Western Sydney Local Health District website
www.swslhd.nsw.gov.au/MentalHealth

Mental health literacy

There are several health education programs for community members and staff to help people understand more about mental health.

For more information contact **Mary Brasile** – Mental Health Promotion Officer
mary.brasile@sswahs.nsw.gov.au

This resource was developed by the South Western Sydney Local Health District
Mental Health Promotion Program with the Bowral Community Mental Health Service

<http://www.swslhd.nsw.gov.au/populationhealth/healthpromotion.html>

Bowral Community Mental Health Service
Servicing the Local Government areas of the Wingecarribee Shire

Wingecarribee Community Health Centre
22-24 Bendooley Place,
Bowral NSW 2576

Phone: 4861 8000

Fax: 4861 4956

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