



Health  
South Western Sydney  
Local Health District

A hand is shown in the upper left, delicately balancing a smooth, 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 Macarthur

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 Macarthur 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: **Campbelltown Community Mental Health Emergency Team** (Intake service) **1300 787 799**. Monday to Friday 8:30am – 10pm.

The intake service (CoHMET) 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, mental health assessment, care and behavioural management for people experiencing a mental health disorder and who are at risk.

Alternatively go to **Campbelltown Hospital Emergency Department**

Campbelltown Hospital has three inpatient units and a Psychiatric Emergency Care Centre that provides a multi-disciplinary mental health service for people during an acute stage of their illness and who require urgent treatment and observation. Admittance to the units is through the Emergency Department. A doctor and clinicians from the mental health team will be on duty to provide mental health triage, risk assessment, and mental health assessment. The ambulance and police will also transport a person in a crisis due to mental illness/substance misuse etc. directly to the hospital. Phone **4634 3000**.

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 Campbelltown Community Mental Health Service. Phone **4629 5400**.

### **Adult Mental Health Care Coordination Team**

Assessment, treatment and care coordinator services for adults experiencing a range of mental health problems such as psychosis, schizophrenia, depression, mood disorders, eating disorders and severe anxiety. Intake is through **COHMET 1300 787 799**.

### **Adult Psychology Team**

Provides services to help people with a mental illness deal with issues related to their mental illness. Treatment is offered individually or in a group format. Intake is through **COHMET 1300 787 799**.

### **COPMI (Children of Parents with a Mental Illness) Program**

Is a national initiative that develops information for parents, their partners, carers, family and friends in support of children whose family members have a mental illness. Phone **9616 4267** or visit **[www.copmi.net.au](http://www.copmi.net.au)**

### **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](http://www.swslhd.nsw.gov.au/drughealth.html)**

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

### **Gambling Treatment Program**

The Gambling Help Service is a **free and confidential service** for problem gamblers and for those affected by problem gambling. The program provides a structured and individually tailored treatment program for people who are concerned about their gambling. Treatment is based on Cognitive Behaviour Therapy, which has been demonstrated to be effective in overcoming problem gambling. Located at **Liverpool Hospital Mental Health - Ambulatory Care**. Phone **9616 4354**.

### **Infant Child and Adolescent Mental Health Service (ICAMHS)**

Provides a range of behavioural, emotional and mental health services to support families and individuals from birth to 17\* years. A referral from a general practitioner, paediatrician, school counsellor or mental health clinician is required. \*Adolescents still engaged in education programs. Intake is through CoHMET.

Phone **9827 8011** or **1300 787 799** or visit **[www.icamhs.com.au](http://www.icamhs.com.au)**

### **Macarthur Community Rehabilitation Team**

Provides a range of individual and group programs for adults recovering from a mental illness. Intake is through COHMET **1300 787 799**.

### **Peri-natal and Infant Mental Health Service (PIMHS)**

Provides an early-intervention service during a woman's entire pregnancy and up to one year after the birth of the baby. The service aims to ensure optimal physical, psychological and social wellbeing of mothers, infants and their families. Referrals can be made by a midwife, social worker, child and family nurse, paediatrician, psychiatrist, general practitioner or other service provider. Intake is through CoMHET.

Phone **1300 787 799** or visit **[www.icamhs.com.au](http://www.icamhs.com.au)**

### **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**.

### **Youth Mental Health Team**

Provides a multi-disciplinary service for young people aged between 14 – 24 years with serious mental health problems. This may include a wide range of problems and is not limited to people experiencing psychosis. Intake is through CoMHET.

Phone **1300 787 799**.

## 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 **4627 9089** or visit **www.headspace.org.au**

### Housing and Support Initiative (HASI) – NEAMI National

Accommodation and support for people with a mental illness who require various levels of care. Referral required from a Mental Health Service.

Phone **4627 8444** or visit **www.neami.org.au**

### Karitane for Mothers and Babies

Jade House is a specialised peri-natal day service for women who are pregnant and their families or have a baby under the age of 12 months (at time of referral). Families who have had a history of depression and/or anxiety or other mental health issues, and require therapy and parenting support are invited to attend. Individual therapy, group programs and parent infant interactional programs are implemented in a safe secure environment.

A referral can be made by a health professional who has been in contact with the mother.

A telephone referral can be made **Monday to Friday 8:30am - 5pm**.

**24 hour telephone counselling** is available on **1300 227 464** or visit **www.karitane.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**

### **Macarthur After Hours GP Service**

Walk in service for non-urgent presentations located within Campbelltown Hospital next to the Emergency Department. Phone **4634 3290**.

### **Macarthur Disability Services - Personal Helpers and 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 **4621 8400** or visit **www.mdservices.com.au** (for postcode areas 2560)

### **Northside Macarthur Private Clinic**

Ramsay Mental Health and The Northside Group provide a 36 bed facility for people experiencing mental health problems and illness and are 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** or 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 and 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 **4633 3777** or visit **www.benevolent.org.au** (for postcode areas outside 2560)

## **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.

### **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](http://www.dva.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](http://www.startts.org.au)**

#### **South Western Sydney Local Health District Community Health Counselling (Child & Adult)**

Provides free counselling at Community Health Centres located across South Western Sydney. Phone **8788 4200** For enquiries, eligibility and appointments.

#### **The Benevolent Society – Centre for Women's Health**

Supports women, including domestic violence support, help families raise their children safely, provide quality foster care, help families manage their finances, assist older people living at home and support people living with mental illness.

Phone **4633 3777** or visit **[www.benevolent.org.au](http://www.benevolent.org.au)**

#### **University of Western Sydney in partnership with Lifeline Macarthur**

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. Referral from another service is not required.

Phone **4645 7241** or visit **[www.uws.edu.au/ssap/school\\_of\\_social\\_sciences\\_and\\_psychology/psychology\\_clinic](http://www.uws.edu.au/ssap/school_of_social_sciences_and_psychology/psychology_clinic)**

## **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](http://www.wesleymission.org.au)**

## **WILMA Women's Health Centre**

### **Counselling and Therapeutic Groups for women**

Provides counselling on a wide range of issues which affect women's wellbeing and also support women dealing with the effects of abuse, trauma or discrimination.

Phone **4627 2955** or visit **[www.wilma.org.au](http://www.wilma.org.au)**

## **Family and Carer Support Services**

### **Mental Health Respite Services**

Provides short term and emergency respite for families and carers of people who are affected by severe mental illness (including autism). Respite and support services are offered to carers to better manage their caring role.

Phone **1800 052 222** or visit **[www.anglicare.org.au](http://www.anglicare.org.au)**

## **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 **4620 5255** or visit **[www.carerassist.org.au](http://www.carerassist.org.au)**

## **Schizophrenia Fellowship of NSW**

### **Ostara Specialist Mental Health Employment Service**

Provide people who have a mental illness with job seeker assessment and support, individualised job placement, employer servicing and linkages to external organisations such as vocational training organisations and allied health professionals with the overarching aim of assisting job seekers to gain and sustain meaningful employment.

Phone Camden **4655 2907** or Campbelltown **4628 9139**.

## **The Haven Project**

**(Community Links Wollondilly, Macarthur Disability Services, Anglicare)**

Provides help to carers of people with a mental illness through its consortium partners. A range of services are offered including respite options, recreational activities, wellness activities and education to support their caring role.

Phone **4683 2776, 4621 8400 or 4659 0000.**

## **Uniting Care Mental Health**

**Mental Health Respite: Carer Support**

Provides carers of people with a mental illness with support in areas of: education, respite, advocacy and social/emotional support for people living in Camden, Fairfield and Liverpool local government areas.

Phone **9757 4293** or visit **[www.parramattamission.org.au](http://www.parramattamission.org.au)**

## **Schizophrenia Fellowship of NSW**

**Harmony House**

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

Phone **4620 8888.**

## **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/](http://www.vinnies.org.au/page/Find_Help/NSW/Compeer_Friendship_Program/)**

**beyondblue:** Online Directory of National Helplines and Websites

**<http://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](http://www.mentalhealthsws.net.au)**

South Western Sydney Local Health District website

**[www.swslhd.nsw.gov.au/MentalHealth](http://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](mailto:mary.brasile@sswahs.nsw.gov.au)**

This resource was developed by the South Western Sydney Local Health District Mental Health Promotion Program with the Campbelltown Community Mental Health Centre.

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

Campbelltown Community Mental Health Service  
Servicing the Local Government Areas of Campbelltown, Camden & Wollondilly

Campbelltown Community Mental Health Centre  
6 Browne Street,  
Campbelltown NSW 2560

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