



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 scene conveys a sense of balance, stability, and calmness.

MENTAL HEALTH SERVICES in Bankstown

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: **Bankstown Community Mental Health** (Intake service) **9780 2777**

Monday to Friday 9am - 4:30pm.

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.

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 Bankstown Community Mental Health.

Adult Community Mental Health Team (CMHT)

The Adult CMHT provides best practice clinical recovery orientated services to people living in the community who require complex mental health interventions. We provide assistance for those with severe and persistent mental disorders associated with significant disability, predominantly psychoses such as schizophrenia and bipolar disorder but also those with disorders whose treatment needs cannot be met by primary care providers.

The Adult CMHT is a multi-disciplinary team consisting of psychiatrists, registered nurses, occupational therapists, psychologists, clinical psychologists and social workers. Aboriginal Mental Health and Arabic Mental Health Workers are available. The team works with a care co-ordination model, utilising recovery oriented practices to address the range of needs and goals of consumers and their families or carers. We work in partnership with GPs, non-government organisations and other health services, to

provide a comprehensive package of care that meets consumers needs.

Assertive Outreach Team

The Assertive Outreach Team is a community mental health team providing a range of clinical and psychosocial interventions for consumers with persistent mental health disorders who require a higher level of support to sustain community living. The team operates with an assertive care co-ordination model utilising recovery oriented practices to provide intensive support to address the range of needs and goals of consumers and their families or carers. The team is multi-disciplinary consisting of psychiatrists, registered nurses, occupational therapists, psychologists and social workers. The team operates from **Monday to Friday 8:30am - 5:00pm** (excluding public holidays).

Aurora Recreation Club

The club offers a venue for people to meet and socialise while encouraging physical and recreational activities in a non-clinical setting. To be eligible consumers must be aged from 18-65 years old, living in Bankstown local government area and currently using Bankstown Mental Health Services. Referrals can be made by care coordinators, psychiatrists and inpatient units. **Phone 9780 2728.**

Bilingual Counsellors

Arabic bilingual mental health workers are employed by the Mental Health Service and some workers are proficient in languages other than English.

CoMHET

The Community Mental Health Emergency Team (CoMHET) provides a timely response for clients experiencing an acute mental health crisis in the community, of such severity that without the involvement of CoMHET, hospitalisation would be necessary. The model of care focuses on crisis resolution and home treatment. It offers rapid response and assessment of mental health crises in the community, and where appropriate, comprehensive acute psychiatric care until the crisis is resolved and/or the client has been transferred to a longer term care provider. The multi-disciplinary team consists of a consultant psychiatrist, psychiatric registrar, clinical nurse specialists, registered nurses, psychologists, occupational therapists and social workers. CoMHET operates **7 days a week 8:30am - 10:30pm** (including public holidays).

Consumer Workers – Mental Health

Consumer workers have personal experience living with a mental illness. They are employed by mental health services to support and advocate for consumers; this may include discussing concerns, compliments and complaints, as well providing information on their rights and responsibilities. Consumer workers aim to help consumers to actively participate in their treatment and recovery journey. To speak directly to a consumer support worker contact the Mental Health Centre.

Child and Adolescent Mental Health Service (CAMHS)

Specialist service for young people (5-18 years) who are experiencing or at risk of depression, anxiety, changes in moods or ways of thinking, problem behaviours, family system dysfunction, school or conduct problems, co-morbid drug and alcohol problems, eating disorders or sexual identity problems. The team offers acute assessments when necessary as well as support, counselling and links to appropriate specialist services. **Phone NSW Mental Health Line 1800 011 511.**

Clinic for Anxiety and Traumatic Stress (Located at Banks House, Claribel St, Bankstown)

The Clinic provides psychological treatments for people 15 years and older who are experiencing anxiety disorders and co-morbidities including depression, history of psychosis, alcohol and other drug problems, personality disorders etc. It is a specialist service focusing on consumers who have not improved in private or other service settings. **Phone 9722 8992.**

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.**

Early Intervention in Psychosis Service

Specialist service aimed at assisting young people aged 14 – 25 (males) and 14 – 30 (females) who are experiencing the signs and symptoms of psychosis. The service team consists of psychologists, nurses and psychiatrists.

Gambling Treatment Program

The Gambling Help Service is a **free and confidential** service for problem gamblers and for those affected by problem gambling. Our 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 4060.**

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/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**

GROW Support Meetings

GROW is a community of people working towards mental health through mutual help and a 12 step Program of Recovery. Small groups of people who have experienced mental or emotional distress meet together on a weekly basis to help each other deal with the challenges of life, recover from a mental illness or work on personal growth issues. For information on a group in your local area **Phone 1800 558 268** or visit **www.grow.net.au**

GROW Residential Program

This is a live-in rehabilitation program for people experiencing a mental illness alone or mental illness coupled with substance misuse or alcohol dependence. The program group method and community structure are aimed at developing the members' own resources for living in the general community. **Phone 9606 0579**.

The Corner Youth Health Service

General health support and counselling for young people aged 12-18 years, and their families and carers who live, work or attend school in the Bankstown area. The service is located at 101 Restwell Street, Bankstown. **Phone 9796 8633** or visit **www.swslhd.nsw.gov.au**

Headspace Bankstown

headspace provide services to young people aged 12 - 25. Our services include mental health support and general health services, as well as support for alcohol and other drugs and vocational services. We are an early intervention service which means that we don't wait for young people to develop big problems before offering a service but rather aim to tackle problems in the beginning. We provide services to young people from all areas, and a diagnosis is not required to access our services nor is a referral from a GP.

Young people can simply walk in to our office, ring us or send us an email. We also

welcome referrals from families and friends, schools, Government and Non-Government organisations, and any other party in contact with the young person. We ask that service providers complete our referral form which can be found on our website <http://www.headspace.org.au/headspace-centres/headspace-bankstown/referral-forms>

41 - 45 Rickard Rd, Bankstown.

Phone 9393 9669, fax: 9790 7615, email: headspace.bankstown@richmondpra.org.au or visit <http://www.headspace.org.au/headspace-centres/headspace-bankstown>

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.

NEAMI National: **Phone 8790 7001** or visit www.neami.org.au

New Horizons

Provides assistance with housing and accommodation. Also delivers Aboriginal HASI. **Phone 8784 3777** or visit www.newhorizons.net.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 at www.karitane.org.au

Lifeline (Telephone Crisis Support)

Provides **24 hour telephone** crisis support 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

Mental Health Advocacy Service

A service of the Legal Aid Commission of NSW which offers free legal advice on mental health matters. **Phone 9745 4277**.

Mission Australia

Family Mental Health Support Service

Provides prevention and early intervention activities with a particular focus on Indigenous families and those from CALD (culturally and linguistically diverse) background.

Phone 9608 9579 or visit www.missionaustralia.com.au

NEAMI National

Recovery and Resources

Provides individualised rehabilitation and recovery services for clients with a mental illness that focuses on improved access to community social, leisure and recreational opportunities and vocational services. **Phone 8790 7001** or visit **www.neaminational.org.au**

New Horizons

Personal Helpers and Mentors Program

Provides opportunities for recovery for people who have a diagnosed (or undiagnosed) mental illness and are having difficulties with daily activities.

Phone 9490 0000 or visit **www.newhorizons.net.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 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**

Suicide Call Back Service

Provides free nationwide professional telephone and online counselling for anyone affected by suicide. **Phone 1300 659 467** or visit **www.suicidecallbackservice.org.au**

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 and relationships and to 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**

CatholicCare

Family and Counselling Services

Provides parent and community education courses, counselling and support groups for anxiety and depression. **Phone 9390 5377** or visit **www.catholiccare.org**

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 who 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

Diversity Health Institute

Transcultural Mental Health Centre

Provides information, referral and support groups for people with a mental illness and their carers from culturally and linguistically diverse backgrounds. The centre is located at Cumberland Hospital Campus, 5 Fleet Street, North Parramatta.

Phone 9912 3851 or visit www.dhi.health.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

The Disability Trust - Respite Services

Provides a range of planned and unplanned respite services for carers and families of people with a mental illness or intellectual disability. Services may include in-home, centre-based or individual tailored options.

Phone 4860 1100 or visit www.disabilitytrust.org.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

Westmead Hospital and University of NSW - research and treatment clinic Traumatic Stress Clinic

Provides treatment for people who experience severe traumatic stress reactions after a trauma and people who are troubled by persisting chronic grief reactions.

Phone 9845 7979 or visit www.traumaticstressclinic.com.au

Family and Carer Support Services

Schizophrenia Fellowship of NSW

Carer Assist Program

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 9708 2670 or visit www.carerassist.org.au

Peer support

Commonwealth Carelink and Respite Centre

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

Consumer Activity Network (CAN) Hospital to Home Service

Provides practical assistance and peer support for consumers within the first 28 days of discharge from psychiatric inpatient units in Liverpool and Campbelltown hospitals.

Phone 9114 8152 or visit www.canmentalhealth.org.au

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

Mental health literacy

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

For more information contact **Henry Lim** – Mental Health Promotion Officer
henry.lim@sswahs.nsw.gov.au

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

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

Bankstown Community Health Centre
Servicing the Local Government Area of Bankstown

36-38 Raymond Street,
Bankstown NSW 2200

Phone: 9780 2777
Fax: 9780 2888

May 2015.

