



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 a field of tall green grass. The background is a clear, bright blue sky with a few wispy clouds. The overall scene conveys a sense of balance, stability, and calmness.

# MENTAL HEALTH SERVICES in Liverpool and Fairfield

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 Liverpool/Fairfield 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: Fairfield/Liverpool Community Mental Health Emergency Team On 1300 787 799** Monday to Friday.

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 **Liverpool Hospital Emergency Department**

Liverpool Hospital has five 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 **8738 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 the Fairfield/Liverpool Community Mental Health Emergency Team.

### **Adult Mental Health 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.

### **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, complaints (as well providing information) on their rights and responsibilities. Consumer workers aim to aid consumers to actively participate in their treatment and recovery journey. To speak directly to a consumer support worker contact the Mental Health Centre.

### **Carer support worker – Mental Health**

Carer support workers are people with personal experience of caring for someone with a mental illness. They are employed by the mental health service to assist carers at an individual and service level. This may include advocating for and providing information on rights and responsibilities as well as support, discussing concerns, compliments, and complaints. To speak to a carer support worker contact the Mental Health Centre.

### **Community Health – Psychology**

Assessment and psychological intervention for children aged 0-12 years with behavioural or emotional concerns. It also provides limited psychological interventions for adults who are direct carers of children aged 0-12 years. Operates from Cabramatta, Carramar, Liverpool and Prairiewood. Phone **8788 4200**.

### **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.

8:30am – 5pm Monday to Friday. Phone **9616 8586**.

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**.

### **Early psychosis intervention program**

Specialist treatment for young people under 25 who are at risk of or have experienced their first onset of psychosis.

### **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**.

### **Child and Adolescent Mental Health Service (CAMHS)**

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** (Liverpool) or **8717 1700** (Fairfield) or visit **www.icamhs.com.au**

### **Pastoral Care Team – Mental Health**

Offers healing, sustaining, guiding and reconciling activities that help people as they go through crisis and growth. Its focus is upon the whole person including their ultimate concerns. It is the provision of spiritual and emotional support. Chaplains are available to visit patients, relatives and staff regardless of religious or spiritual background.

Phone **0417 486 613** or **0439 718 431**.

### **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 **9616 4241** or visit **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**.

### **Therapy and Recovery Service (TARS)**

Provides a range of individual and group programs for adult mental health consumers. The service aims to promote recovery and reduce disability associated with mental health problems and enable people to lead fulfilling lives independent of the mental health service. Services include skill development, illness education, assisting with lifestyle redesign, family support, relapse prevention, intensive accommodation support, psychological interventions, exploring leisure and vocational options. Located at the Fairfield Rehabilitation Centre Phone **9794 1997**.

## **Other services that can provide medical treatment and/or support**

### **After Hours GP Helpline**

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

### **Diversity Health Institute - Transcultural Mental Health Centre**

Provides information, referral and support 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 **1800 648 911** or visit **[www.dhi.health.nsw.gov.au](http://www.dhi.health.nsw.gov.au)**

### **Drug and Alcohol Multicultural Education Centre**

Works to reduce the harm associated with the use of alcohol and other drugs within culturally and linguistically diverse communities in New South Wales. The service is free and offers counselling in a number of languages. Phone **9699 3552** or visit **[www.damec.org.au](http://www.damec.org.au)**

### **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](http://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](http://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.**

### **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 **1800 026 517** 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.

- **NEAMI National: Phone 4627 8444** 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 visit **www.karitane.org.au**

### **Legal Aid - Mental Health Advocacy Service**

Provides free legal information, advice and assistance about mental health law. Telephone information and advice is available for all areas of mental health law. Phone **9745 4277.**

### **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**

### **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**

Supports people experiencing mental illness to get what they want out of life and to take charge of their social and community networks, living environment, and emotional and physical wellbeing. Self referral is encouraged.

Phone **Benevolent Society 8778 0600** or **CatholicCare 9612 3444**.

**New Horizons 8784 3706** (for humanitarian participants).

### **Richmond Psychiatric Rehabilitation Australia (PRA)**

#### **Day to Day Living Program - Flowerdale Cottage**

Provides a combination of centre-based and community-based activities that support people to manage their mental illness. The program helps individuals experience opportunities to engage and socialise in the community while learning and working towards their personal recovery journey. Activities range from cooking groups, computer lessons, art groups, walking groups, smoke-less committees, wellbeing groups, and exercise groups as well. The service can also support people who decide to access pre-vocational and vocational activities. Phone **9601 1616** or visit **[www.richmondpra.org.au](http://www.richmondpra.org.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](http://www.pirsws.com.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](http://www.wesleymission.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 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](http://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)**

### **Liverpool 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 by appointment. Phone **9601 3555** or visit **[www.liverpoolwomenshealth.org.au](http://www.liverpoolwomenshealth.org.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)**

## **Family and Carer Support Services**

### **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](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 **9708 2670** or visit [www.carerassist.org.au](http://www.carerassist.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 **4647 6613** or visit [www.disabilitytrust.org.au](http://www.disabilitytrust.org.au)

### **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)

## **Peer support**

### **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 **1300 135 846** or visit [www.canmentalhealth.org.au](http://www.canmentalhealth.org.au)

### **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)

## **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 **Emily Mason** – Mental Health Promotion Officer  
[emily.mason@sswahs.nsw.gov.au](mailto:emily.mason@sswahs.nsw.gov.au)

This resource was developed by the South Western Sydney Local Health District Mental Health Promotion Program with the Liverpool/Fairfield Mental Health Service.

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

Fairfield Community Mental Health Team  
Servicing the Local Government Area of Fairfield

Fairfield Community Health Centre  
53-65 Mitchell Street,  
Carramar NSW 2163

Phone: 9794 1714  
Fax: 9794 1731

Liverpool Community Mental Health Team  
Servicing the Local Government Area of Liverpool

Mental Health Centre  
Liverpool Hospital, Elizabeth Street,  
Liverpool NSW 2170

Phone: 9616 4354  
Fax: 9602 5087

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