

North East Area Mental Health Supports

(The North East covers the City of Whittlesea, Shire of Nillumbik, City of Banyule, and parts of Shires of Mitchell and Murrindindi)

*Click on the service to be directed to their website

	Stage 0 - Asymptomatic or At Risk	Stage 1a & 1b - Mild Symptoms	Stage 2 - Moderate Symptoms	Stage 3 - Reoccurring & Episodic Symptoms	Stage 4 - Severe & Persistent Symptoms
Indicators	<ul style="list-style-type: none"> Situational Crisis Help seeking Stress related Functioning well / mild behavioural changes No formal diagnosis Typically at risk group (e.g. family history, youth, refugee background, ATSI) Had childhood anxiety, affective disorders or adverse experience Developmental disorder 	<ul style="list-style-type: none"> Help seeking Mild symptoms e.g. sleep disturbance, impaired appetite May or may not have a formal diagnosis Situational crisis Early / recent on-set Some impact on day to day functioning (i.e. social, education or occupational) Ability / capacity to self-manage care No / low risk to self or others 	<ul style="list-style-type: none"> Symptoms of moderate severity likely to meet diagnostic criteria Moderately to significant impacted functioning (i.e. social, education or occupational) May need support from multiple providers / may require collaborative care Potential for co-morbid conditions e.g. AOD, other health issues Ability to self-manage care impacted Low to moderate risk to self / others 	<ul style="list-style-type: none"> Significantly impacted functioning Complex / clinical / multi-agency needs that require clinical care coordination / case management Has had or is at risk of needing hospital treatment Clearly diagnosable severe symptoms Restricted ability to self-manage care Low to moderate risk to self / others 	<ul style="list-style-type: none"> Severely impacted functioning Complex clinical needs Has had or is at risk of needing hospital treatment Clearly diagnosable Severe symptoms Moderate to high risk to self / others Requiring formal supports in order to maintain functioning
Alternate Support Options	<p>Self-help & Early Intervention Supports</p> <ul style="list-style-type: none"> Monitored by G.P / Practice Nurse Families where a Parent has a Mental Illness (FaPMI) Secondary Consultation for service providers, linkage to peer support programs Austin Health - Tel: 9496 6500 (Nillumbik and Banyule) Northern Area Mental Health Service (NAMHS) - Tel: 9416 6300 (Whittlesea) headspace Greensborough - Tel: 9433 7200 <p>Online Supports & Telephone Helplines</p> <ul style="list-style-type: none"> Department of Health - Digital Gateway www.headtohealth.gov.au NEAMI Steps to Wellbeing - Tel: 8691 5450 Children of Parents with a Mental Illness (COPMI) - www.copmi.net.au Black Dog Institute - self-help tools & apps www.blackdoginstitute.org.au SANE : cfi a g! gUbYZcfi a g"cf[SANE Australia 1800 18 7263 (10am - 10pm) MindSpot Clinic 1800 61 44 34 Lifeline 13 11 14 beyondblue 1300 22 4636 CarerLinks North 9495 2500 Kids Helpline 1800 55 1800 QLife (LGBTIQ) 1800 184 527 OCD & Anxiety Helpline 1300 269 438 	<ul style="list-style-type: none"> Medicare Better Access (Mental health care plan via G.P) Community Health Centres - General counselling NEAMI Steps to Wellbeing - Tel: 8691 5450 Site at Heidelberg - for low intensity individual and group counselling headspace Greensborough - Tel: 9433 7200 ISN Clinic - Tel: 9456 9188 ISN Clinic is part of the Institute of Social Neuroscience, offering free and low-cost psychological services to individuals of all ages. Anxiety Recovery Centre Victoria (ARCVic) Tel: 1300 269 438 or 9830 0566 Helpline, Support Groups and Workshops to provide support for anxiety related conditions including OCD, PTSD, Hoarding and generalised anxiety Specialised Counselling Please see self-help and early intervention supports 	<ul style="list-style-type: none"> Medicare Better Access (Mental health care plan via G.P) Mental Health support via Private Health Insurance Specialised Counselling e.g. <ul style="list-style-type: none"> - Domestic Violence Supports - North & West Metro AOD Service Tel: 1800 700 514 - Gambler's Help North and North Western Tel: 1300 133 445 - Northern Centre Against Sexual Assault (Northern CASA) - Tel: 9496 2240 headspace Greensborough - Tel: 9433 7200 Community Health Centres - General Counselling Dept of Social Services Programs - www.dss.gov.au/mental-health 	<ul style="list-style-type: none"> Medicare Better Access (Mental health care plan via G.P) Neami YFlex - Tel: 8691 5353 YFlex provides intensive clinical, recovery-focused supports to young people (12-25 years) who are experiencing or at risk of developing complex mental health issues Austin Health YETTI - Tel: 9433 7200 Case management/clinical service to young people (12-25 years) presenting at high risk of psychosis and other severe forms of mental illness. National Disability Insurance Scheme - Tel: 1800 800 110 Local Area Coordinator (Brotherhood of St Lawrence) - Tel: 1300 275 634 	<ul style="list-style-type: none"> Area Mental Health Service Intense Case Management and crisis management via local catchment psychiatric triage / CATT, CYMHS and aged person's mental health services Austin Health Psychiatric Triage Tel: 1300 859 789 (Nillumbik and Banyule) Northern Area Psychiatric Triage Tel: 1300 874 243 (Whittlesea and Darebin) Northern Melbourne Partners in Recovery Support Facilitation - Tel: 1300 747 247 National Disability Insurance Scheme - Tel: 1800 800 110 Local Area Coordinator (Brotherhood of St Lawrence) - Tel: 1300 275 634
	Where appropriate, clients presenting at higher stages can also access supports from lower stages				
	Consider referral to LIFT (Least Intervention First Time) under EMPHN Mental Health Stepped Care Services For people with low / no income, or those unable to access similar services elsewhere				
Stepped Care Interventions	<p>MH Stepped Care referrals can be made via EMPHN Referral & Access Team on 9800 1071, or directly via the LIFT partner agencies:</p> <p>Banyule Community Health - Tel: 9450 2005 healthAbility - Tel: 9430 9160 Nexus Primary Health - Tel: 1300 773 352</p>	<ul style="list-style-type: none"> Brief face to face or telehealth intervention Potential for on-Referral to other appropriate services Active Monitoring and Peer Support Psychoeducation groups Guided E-therapy Reassessment & recalibration as required 	<ul style="list-style-type: none"> Short to medium term intervention (face to-face or via telehealth) Referral to secondary or MBS service if required Peer Support, Social and Care Connection Quick response suicide prevention service Psychoeducation groups Non-clinical care coordination Reassessment & recalibration as required 	<ul style="list-style-type: none"> Medium to longer term intervention - High intensity support Behavioural modification Referral to secondary services if required Quick response suicide prevention service Psychiatrist Assessment as required Clinical Case Management Non clinical Care coordination Reassessment & recalibration as required 	<ul style="list-style-type: none"> Longer term intervention - High intensity support (if not engaged with tertiary services) Behavioural modification Referral to secondary services if required Quick response suicide prevention service Psychiatrist Assessment as required Clinical Case Management Non clinical Care coordination Other clinical interventions as appropriate Reassessment & recalibration as required

KEY:



Client presentation



Non Stepped Care Services



Stepped Care Interventions / Services

Red - EMPHN Commissioned Services