



# Mental Health Service Directory

Covering the areas of Horsham Rural City, Yarriambiack Shire,  
West Wimmera Shire and Hindmarsh Shire



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## BACKGROUND

The Wimmera Primary Care Partnership (PCP) works in a challenging environment supporting our communities to remain well. Challenges include the funding environment and layering of commonwealth, state and philanthropic programs, coupled with the impacts of climatic conditions, political change and economic restraints which make it difficult for even those within the system to navigate those in need to appropriate services.

These concerns were highlighted at the Seasonal Conditions Meeting conducted by the Horsham Rural City Council in October 2015. Community development workers in the region were concerned that emerging signs of anxiety was an indicator of a high and detrimental risk to the wellbeing of those in rural communities.

These workers have reported that changes to the mental health intake and funding models in 2014/2015 had made it difficult to discern which service providers delivered mental health programs in their catchment. Specific concerns include:

- The variations between state and commonwealth funded models
- Differing service delivery areas crossing over traditional shire boundaries
- Eligibility criteria; and
- Capacity of the agency to deliver services to a community in a timely manner.

The Wimmera & Southern Mallee Mental Health Service Mapping (WSMMHSM) Project has been funded by a Grampians Partners in Recovery Innovation Grant to develop resources that will assist service providers to gain a better understanding of what services are available to people who live in the in the Wimmera and Southern Mallee and how to access them.

This directory has been produced to support people with mental health issues and in consultation with service providers across the region from primary health, community and mental health services.

One of the themes that emerged during the production of this directory is that the funding and delivery of mental health services is in a seemingly constant state of flux and will continue to be so with changes associated with the commonwealth's mental health reform and the introduction of the National Disability Insurance Scheme (NDIS) which will be rolled out across the Wimmera and Southern Mallee from October 2017.

With this consideration, there is at least one obvious limitation to this directory, particularly if it is used as a hard copy. The mental health services and programs are expected to change over the next 1-3 years.

In anticipation of the changing landscape, the aim of stage two of the WSMMHSM project (July – Dec 2016) is to work with service providers who are involved with people who are seeking mental health support or have ongoing needs associated with mental health issue to form the Wimmera & Southern Mallee Mental Health Provider Network (WSMMHPN).

The network is envisioned to provide a platform for information sharing, professional development and catchment planning.

## OUTLINE

The purpose of the Wimmera & Southern Mallee Mental Health Services Directory is to assist service providers to navigate the mental health services across the region.

There are five parts in this document, each section contributes to an understanding of the scope of mental health supports and services as well as the range of needs across the population. At a local level, the directory includes information about what services are available across the region and how these services are accessed. The five parts are:

### **1. Types of services available**

This section maps a continuum of mental health services available across the spectrum from wellbeing and self-care, to primary health services to specialise mental health services.

### **2. Meeting different needs**

This section presents the information from the previous section in a different way. Rather than the types of services, the focus is on the needs of people who are experiencing different degrees of distress and/or ill health. This part shows how different types of services can complement each other at different stages of the person's journey.

### **3. Seeking Supports**

This section outlines the different ways that people can seek support. Some services can be contacted directly for an appointment while others have an intake process that helps identify what services and supports the person may need.

### **4. Service Information**

This section provides information about the services available in the Wimmera and Southern Mallee. It includes a description of the service, contact details, eligibility criteria, information about the intake process and potential waiting periods, and the location of services.

### **5. The changing landscape**

There are several changes at commonwealth and state level that will change the way mental health services are funded and delivered over the next 1-3 years. This section summarises the anticipated changes to the delivery of services in the Wimmera and Southern Mallee.

## PART 1: TYPES OF SERVICES AND SUPPORTS

No one service or organisation can meet the range of mental health needs across the community. Australia has been moving away from medical and illness-oriented models of care towards more recovery-focused and community-based care. Models used by the World Health Organisation (WHO)<sup>1</sup> and the National Mental Health Commission (NMHC)<sup>2</sup> in Australia show a continuum of mental health services and supports. The models promote the role of individuals and communities, primary health care providers as well as mental health services and specialised support.

A key feature of the continuum (Fig. 1) is the inclusion of no and low needs (self-care and informal community support) as well as the services for people with high level and complex needs.

One of the most obvious changes made to the models used by WHO and NMHC is that the overall structure has been inverted. The pyramid model developed by WHO positions the services used by the smallest proportion of the population at the top of the pyramid.

In order to highlight the importance of self-care and the role of communities in everyone's health and wellbeing, the wider portion of the distribution of mental health services and support has been prioritised at the 'top' of the continuum used in this document.

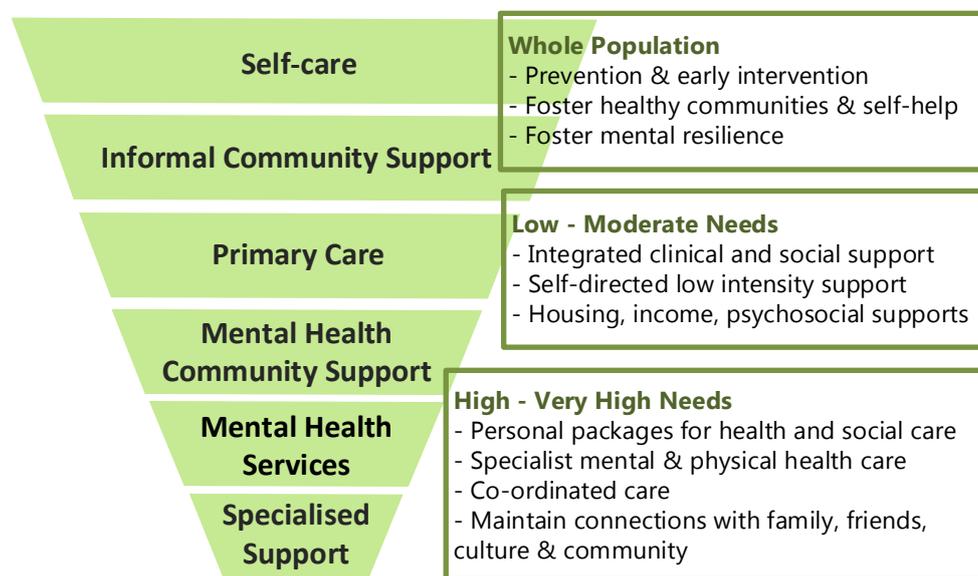


Figure 1: Continuum of mental health supports and services

<sup>1</sup> WHO 2008, *Integrating mental health into primary care: A global perspective*, Wonka, United Kingdom, accessed 11 May 2016, <[http://apps.who.int/iris/bitstream/10665/43935/1/9789241563680\\_eng.pdf](http://apps.who.int/iris/bitstream/10665/43935/1/9789241563680_eng.pdf)>.

<sup>2</sup> National Mental Health Commission 2014, *The national review of mental health programs and services*, NMHC, viewed 19 January 2016, <<http://www.mentalhealthcommission.gov.au/media/119905/Vol%201%20-%20Main%20Paper%20-%20Final.pdf>>.

## Self-care & Informal community support



### Community activities and events

Self-care and informal community support include activities and resources that promote social connection, builds resilience, and promotes mental wellbeing.

These can include pursuing interests, joining groups or participating in community events.

Although not listed as 'service providers' in this directory there are resources available that provides Information about community activities and events.

Resources include:

- Community guides, local government websites and local press
- The Wimmera Primary Care Partnership website has information for groups and activities the promote social connections and healthy lifestyles
  - [Wimmera Men's Shed Network](#)
  - [Improving Mental Health through social connections](#)
  - [Healthier eating and active living](#)
- The Wimmera Information Network is a database listing community group, clubs and organisations across the Wimmera and Southern Mallee  
[www.wimmerainfo.org.au](http://www.wimmerainfo.org.au)

### Healthy Minds for Healthy Living

At a local level the *Horsham Healthy Minds for Healthy Living* group promotes mental health through forums and seminars. The group has developed resources for students and facilitate the development and delivery of a mindfulness course in Horsham in 2016. The group promotes its events on local media (news and radio).

For more information, contact Gavin Morrow, Tel: 0418 504 985

### Positive Lifestyle Program (PLP)

The Salvation Army in Horsham offer a 10 week lifestyle programs that has been designed to enhance the participant's self-awareness and enable them to gain a better understanding of their personal strengths

For more information, contact the Horsham Salvation Army Corps, Tel: 5382 1770

### Peer support Program

The Wimmera Uniting Care peer support program is open to anyone who is suffering, or has suffered, from a mental illness. The group offers peer support, sharing of stories, management strategies and guest speakers in a safe, secure and confidential environment. The group meets in different locations across the Wimmera and Southern Mallee

→ See [Part 4](#) for service information and contact details (pg. 48)

## Rural and Remote Engagement (RARE)

Rural and Remote Engagement (RARE) is a Wimmera Uniting Care (WUC) program that is funded by the Commonwealth government. RARE aims to provide opportunities for people in rural and remote areas to access support who may not otherwise seek it. This service is available in the Hindmarsh Shire and West Wimmera Shire and enables people to have a chat about their situation in an informal way. The RARE workers offer a range of supports including: working towards finding solutions; re-engaging with the community; making referrals to appropriate services where it is identified and agreed; provide more information for a friend or family member; and organise community functions in relation to health promotion; suicide prevention and rural mental health issues.

→ See [Part 4](#) for service information and contact details (pg. 51)

## **Online resources promoting mental health**

### Online Information & Support

- Beyond Blue [www.beyondblue.org.au](http://www.beyondblue.org.au)  
→ provides information and advice about depression, anxiety, and suicide
- Black Dog Institute [www.blackdoginstitute.org.au](http://www.blackdoginstitute.org.au)  
→ provides information on symptoms, treatment and prevention of depression and bipolar disorder
- Mindhealthconnect [www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)  
→ Provides access to trusted, relevant mental health care programs and resources
- SANE Australia [www.sane.org](http://www.sane.org)  
→ Information about mental illnesses, treatments and where to go for support and help carers
- Support after Suicide [www.supportaftersuicide.org.au](http://www.supportaftersuicide.org.au)  
→ Information, resources, counselling and group support to those bereaved by suicide.  
Education & professional development to health, welfare and education professionals

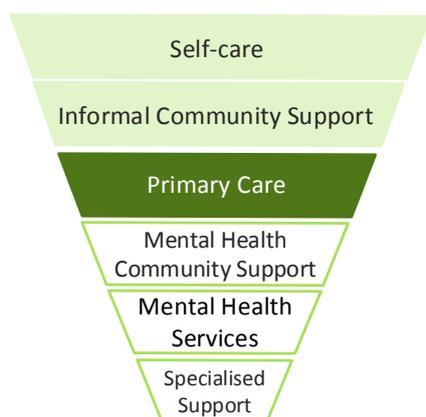
### Online self-help programs and apps

The NMHC (2014) recommends the development, evaluation, and promotion of resources including self-help and online support which empowers people, families and communities to support each other and improve the ease of navigation through the navigation system.

There are a range of resources for people who want to know more about using e-mental health services (e-therapy and online self-help) and mental health apps.

- Mindhealthconnect [www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)  
→ Provides access to trusted, relevant mental health care programs and resources
- ReachOut.com Professionals <http://au.professionals.reachout.com>  
→ Provides tools, technology and professional development to professional supporting youth mental health

## Primary Care



Primary care services include more formal supports that are funded by the state and/or commonwealth government. They include general health services such as bush nursing centres, general practitioners and allied health professionals.

Primary care services and supports includes community based services such as counselling and Aboriginal and Torres Strait Islander health workers. Different health professionals offer different types of support and treatments for conditions including depression and anxiety.<sup>3</sup>

It's important to note that primary care services are not crisis or emergency services.

## Health Professionals

There are a range of health professionals who can provide help and support for people with mental health issues. If the illness is severe or/and has a significant impact on the individual's capacity to perform everyday activities, they may be referred to mental health service as well. However, many people may benefit by working with their GP and other primary care services.

These health professionals are not exclusive to primary care services; they may also be working in mental health services.

### General Practitioners

General practitioners (GP) are usually the first port of call for mental health problems. A GP may conduct a general check-up to identify whether there are any physical causes to the symptoms and assess the nature of the mental health problem. Depending on the problem, the GP might refer the person to a psychiatrist, or suggest the person sees a psychologist or a counsellor. The GP might also prescribe some medication.

- This directory does not include service information for general practitioners. To find the location of a general practice go to the National Health Service Directory at [www.nhsd.com.au](http://www.nhsd.com.au)
- The Black Dog Institute has a factsheet on finding a mental health friendly doctor which is available online at [www.blackdoginstitute.org.au - Factsheets](http://www.blackdoginstitute.org.au - Factsheets)

<sup>3</sup> Black Dog Institute 2013, 'Consulting a professional', *Black Dog Institute*, accessed 12 May 2016, <<http://www.blackdoginstitute.org.au/public/gettinghelp/consultingaprofessional/index.cfm>>.

Beyond Blue n.d., 'Who can assist', *Beyond Blue*, accessed 12 May 2016, <<https://www.beyondblue.org.au/get-support/who-can-assist>>.

## Bush Nursing Centres

Bush Nursing Centres are funded by the Victorian government. There are Bush Nursing Centres at Harrow, in the West Wimmera Shire and Woomelang at the north end of the Yarriambiack Shire. Bush Nursing Centres are staffed by registered nurses who are qualified remote area nurses (RAN) who work collaboratively with Rural Ambulance Victoria in the event of a medical emergency.

Staff at Bush Nursing Centres work closely with community groups and visiting health professionals including GPs, social workers and psychologists (Harrow only). They are a valuable connection for people who live in these communities.

→ See [Part 4](#) for service information and contact details

## Mental Health Nurses

A mental health nurse is a registered nurse who has completed a post-graduate qualification in mental health or has had at least three years of experience working in the area of mental health.

While most mental health nurses work in specialist mental health services, some work with private psychiatrists and GPs. Mental health nurses can provide you with information about mental health conditions and support a person's treatment and recovery, including reviewing the state of your mental health and monitoring your medication or other treatment recommended by your GP or psychiatrist.

Tristar Medical in Horsham is the only GP clinic in the Wimmera and Southern Mallee that has a mental health nurse on staff. GP's located at the clinic work collaboratively with the mental health nurse to support their patients who have mental health issues and concerns.

The role is supported by the commonwealth funded Mental Health Nurse Incentive Program (MHNIP). It includes a monitoring function, assisting the individual and the GP to manage medication and improving links with improving links with other service providers.

## Psychologists

Psychologists are specialists in human behaviour, development and functioning. They have expertise in conducting research and applying research findings in order to reduce distress, address behaviour and psychological problems, and to promote mental health and rational behaviour in individuals and groups. They use a range of interventions to treat less severe mental illness and psychological distress.

To become a registered psychologist a person must complete several years of undergraduate and post graduate training with an additional two years of supervised experience. Clinical psychologists have completed additional training in the assessment and diagnosis of major mental illnesses and psychological problems. They are qualified to provide expert opinion in clinical and compensation areas.

Qualified psychologists must be registered with the Psychology Board of Australia and are usually members of the Australian Psychological Society and use the acronym MAPS.

- This directory does not include service information for psychologists, this information is available in the Wimmera Counsellors Directory which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Wimmera Counsellors Directory](#)

### Clinical Neuropsychologists

Neuropsychology is a specialisation that focuses on the relationship between the brain and behaviour. Neurophysiological assessments evaluate a person's cognitive abilities - abilities underlie basic and complex skills involved in everyday functioning. The neuropsychologist will also assess intellectual, emotional and psychological functioning to determine if and how improper brain function affects the person. Once the assessment is completed a treatment or rehabilitation plan can be developed.

Qualified neuropsychologists must be registered with the Psychology Board of Australia and are usually members of the Australian Psychological Society and use the acronym MAPS.

Private neuropsychologists can provide treatment through the Commonwealth-funded Better Access to Mental Health program but neuropsychology assessments **are not** funded by Medicare. Alternative or private funding must be sought to cover the cost associated with the assessment process.

- Ballarat Health Services Psychology Department includes clinical neuropsychology. See [Part 4](#) for service information and contact details
- Louise Boin is a neuropsychologist in Ballarat who provides services in the Wimmera. She can be contacted at [www.louiseboin.com.au](http://www.louiseboin.com.au)
- Chris Waters is also a neuropsychologist, who is based in Ballarat and is able to consider travel to the Wimmera region. Chris can be contacted on 0448 988 042

### Social Workers

Social workers can support people with depression and anxiety by helping them to find ways of effectively managing the situations that may contribute to these conditions or interfere with recovery. These may include family issues, financial problems, work stress and living arrangements.

Social workers have completed an undergraduate degree in social work and are eligible for registration with the Australian Association of Social Workers (AASW).

- Each of the health services in the Wimmera and Southern Mallee have social work departments. See [Part 4](#) for service information and contact details

Some social workers are registered with Medicare to provide focused psychological strategies, such as psychoeducation, cognitive behavioural therapy, relaxation training and skills training (e.g. problem solving and stress management). Accredited Mental Health Social Workers (AMHSW) are registered providers with Medicare Australia. They have been assessed by the Australian Association of Social Workers (AASW) as having specialist mental health expertise. They are eligible to provide services through the Commonwealth-funded Better Access to Mental Health Care and Chronic Diseases Management (Enhanced Primary Care) programs.

- This directory does not include service information for social workers who are AMHSW, this information is available in the Wimmera Counsellors Directory which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Wimmera Counsellors Directory](#)

### Occupational Therapists

Occupational therapists (OT) in mental health help people who have difficulty functioning because of a mental health condition (such as anxiety or depression) to participate in normal, everyday activities. Some occupational therapists are registered with Medicare to provide focused psychological strategies for people with depression or anxiety.

Occupational therapists have completed an undergraduate or masters entry-level course in occupational therapy and must be registered with the Occupational Therapy Board of Australia (OTBA). To provide mental health services under the Commonwealth-funded Better Access to Mental Health program, the OT must have a minimum of 2 years of supervised practice as an OT working in mental health and be endorsed by Occupational Therapy Australia

- This directory does not include service information for occupational therapists in mental health. If practicing in the region, this information is available in the Wimmera Counsellors Directory which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Wimmera Counsellors Directory](#)

### Counsellors

'Counsellor' is a generic term used to describe various professionals who offer some type of talking therapy. A counsellor can talk through different problems you may be experiencing and look for possible solutions. However, it is important to note that not all counsellors have specific training in treating mental health conditions like depression and anxiety.

There are many different sorts of counsellors and their approach will vary considerably from one to the next. A counsellor may be a psychologist, nurse, social worker, occupational therapist, or they may have a specific counselling qualification such as a Bachelor or Master of Counselling degree. Other counsellors may have completed general counselling (eg. Diploma of Counselling), or more specific fields (eg. Gestalt Therapy; Expressive Therapy). Many counsellors in the Wimmera and Southern Mallee have completed the Diploma of Welfare Studies and are known as welfare workers.

Some counselors may call themselves psychotherapists. Counselling and psychotherapy both refer to psychological therapy, although psychotherapy is likely to be a more in-depth than some forms of counselling.

Most counsellors are members of a professional organisation such as the Australian Institute of Welfare and Community Workers (AIWCW) or the Australian Counseling Association (ACA).

- This directory does not include service information for individual counsellors who work in the Wimmera and Southern Mallee, this information is available in the Wimmera Counsellors Directory which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Wimmera Counsellors Directory](#)

## **Counselling Programs & Services**

### Barwon CASA - Wimmera Counselling Services

CASA (Centre Against Sexual Assault) in Horsham provides specialist counselling to women, men, young people, and children who have experienced sexual assault either recently or in the past and to non-offending partners, parents, family and friends.

- See [Part 4](#) for service information and contact details (pg. 30)

### Counselling Connect & Kids Connect

The Western Victoria Primary Health Network works in partnership with local service providers to provide free counselling services for people across the region. The service provides six sessions of counselling with a psychologist, counsellor, accredited mental health social worker or and mental health endorsed occupational therapist.

Kids Connect program provides counselling for children up to 12 years with mental, emotional or behavioral difficulties. Counselling Connect is a free counselling service for young people and adults with a mild to moderate mental illness.

Both services are for people on a low income or where local counselling services are not available.

- A GP referral is required for these services. See [Part 4](#) for service information and contact details (pg. 42)

### Goolum Goolum Wellbeing Workers

Goolum Goolum has wellbeing workers (generalist counsellors) on Thursdays in Horsham. There are male and female workers available.

- See [Part 4](#) for service information and contact details (pg. 34)

### Grampians Community Health – Counselling

Grampians Community Health offers generalist counselling support to people in the Horsham area.

→ See [Part 4](#) for service information and contact details (pg. 35)

### Wimmera Uniting Care – Family Counselling

Wimmera Uniting Care offers family counselling to people with children under 18 years of age. Counsellors can be seen in Horsham or Warracknabeal.

→ See [Part 4](#) for service information and contact details (pg. 47)

## **Counselling Alternatives**

### Phone Counselling

There are organisations that have the capacity to provide short-term telephone counselling (usually up to six sessions) with the same counsellor. Examples include:<sup>4</sup>

- [Carers Victoria](#) can provide short-term counselling (up to six sessions) that will mainly focus on issues related to the caring role
- [ehespace](#) is a confidential, free and secure space where young people 12 - 25 or their family can chat, email or speak on the phone with a qualified youth mental health professional
- [MensLine](#) – can provide ongoing support through a series of six follow-up telephone counselling sessions with the same counsellor
- [Relationships Australia Victoria](#) offers telephone relationship counselling from the Ballarat Centre (Cost can be negotiated)
- [Suicide call Back Service](#) – provide immediate counselling and support in a crisis, additionally they can provide up to six further counselling services with the same counsellor

### E-Therapy

A range of services have emerged in the on-line environment. E-therapy is the web based delivery of treatment programs for psychological issues. There are many types of on-line therapy including:

- Screening tools and checklists to help individuals decide if they need to seek help
- Web seminars
- Structured online programs

Examples include:<sup>5</sup>

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<sup>4</sup> Please note: – this is a selection of services listed on [www.beyondblue.org.au](http://www.beyondblue.org.au), accessed 12 May 2016

<sup>5</sup> Please Note – this is a selection of programs listed on [www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au), accessed 12 May 2016

- [The BRAVE Program](#) is a free online program for the prevention and treatment of anxiety in Australian children and young people aged 8–17 years, and their parents.
- [MindSpot](#) is a free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood
- [My Compass](#) is a tool that helps people better self-manage mild-to-moderate symptoms of depression, anxiety and stress (Black Dog Institute)
- [This way Up](#) provides online learning programs, education and research in anxiety and depressive disorders

#### Resources for professionals

- ReachOut.com has a free online professional development package that provides tools for using e-mental health services with young people [Using e-mental health services](#)

### **Group programs**

There are group programs that provide information and support to people with mental health issues. Some are peer support groups and facilitated by people who have a lived experience of a mental illness and others are facilitated by health professionals and developed to provide information, education and support.

#### Peer Support Program

The Wimmera Uniting Care peer support program is open to anyone who is suffering, or has suffered, from a mental illness. The group offers peer support, sharing of stories, management strategies and guest speakers in a safe, secure and confidential environment. The group meets in different locations across the Wimmera and Southern Mallee

→ See [Part 4](#) for service information and contact details (pg. 48)

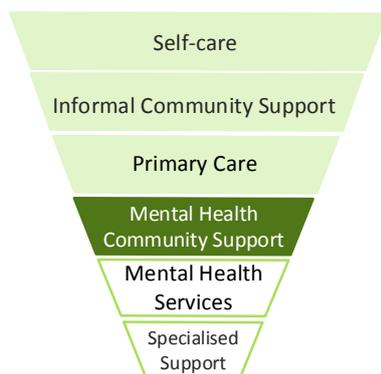
#### Postnatal Wellness Groups

The Post-Natal Wellness Group is one of the services provided by Horsham Rural Council maternal and child health.

For more information, contact the maternal and child health centres in Horsham:

- Bennett Road, Horsham – Tel 03 5382 2487
- Robin street, Horsham – Tel 03 5382 3747

## Mental Health Community Support



Mental Health Community support programs are funded to support people who have a mental health issue that has a significant impact on their everyday lives.

The programs work within a recovery orientated framework and support people to work towards their goals.

### Mental Health Community Support Services

Mental Health Community Support Services (MHCSS) are funded by the Victorian government to support people with a severe mental illness and psychosocial disability.

With a focus on recovery, Mental Health Community Support Workers provide holistic support for each participant in response to their individual needs. Wimmera Uniting Care is the MHCSS provider in the Wimmera and Southern Mallee. All referrals for MHCSS must be made to the Australian Community Support Organisation (ASCO) for assessment and allocation to this service.

→ See [Part 4](#) for service information and contact details (pg. 45)

## Personal Helpers and Mentors

Personal Helpers and Mentors (PHaMs) is a commonwealth funded program that provides opportunity for recovery for people whose lives are severely affected by mental illness. PHaMs workers provide practical assistance to people with severe mental illness to help them achieve their personal goals, develop better relationships with family and friends, and manage their everyday tasks. Ongoing one-to-one support ensures the individual needs of the PHaMs participants can be addressed.

The program is similar to the state funded Mental Health Community Support Services. The most significant difference is that a person does not need to have a formal clinical diagnosis of a severe mental illness to be able to access the service, however the person is expected to be willing to seek a formal diagnosis to remain in the program. Wimmera Uniting Care is the (PHaMs) provider in the Wimmera and Southern Mallee.

→ See [Part 4](#) for service information and contact details (pg. 49)

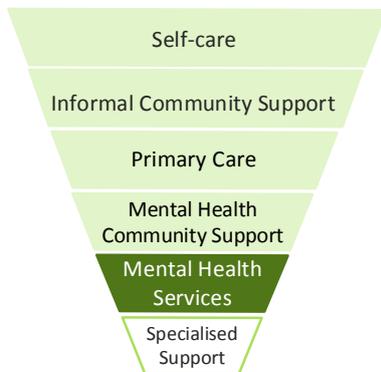
## Grampians Partners in Recovery

Grampians Partners in Recovery (PIR) is a commonwealth funded program that assists people with mental health concerns that are severe, persistent and require support from multiple agencies. PIR Facilitators support people to navigate the many agencies and programs that are available to support people on their way to recovery.

Grampians Partners in Recovery provides services across the Grampians region. The workers in the Wimmera and Southern Mallee region are based at Wimmera Uniting Care.

→ See [Part 4](#) for service information and contact details (pg. 36)

## Mental Health Services (Clinical)



Ballarat Health Services Mental Health Services are state funded services that provide treatment and support to people who are experiencing acute mental health issues across the Grampians region including the Wimmera and Southern Mallee.

### Community Mental Health Services

Community mental health services are provided and co-ordinated by integrated mental health teams to clients in a variety of settings including their own homes.

People with a mental illness work with a Treating Clinician and a Consultant Psychiatrist. The team provides assessment and treatment to clients and their families in collaboration with other agencies such as general practitioners.

There are four community services teams:

- Adult community Mental Health Services (for people aged 26 – 64 years)
- Aged community Mental Health Services (for people aged 65+ years)
- Youth Mental Health Services (for young people aged 15–25 years)
- Infant and Child Community Health Services (for children aged 0-14 years)

There are clinicians from each of the four teams located in Horsham who provide services to people in the Wimmera and Southern Mallee.

→ See [Part 4](#) for service information and contact details (pg. 27)

## Inpatient Services

Ballarat Health Services Mental Health Services inpatient services are located in Ballarat. Services include:

- **Inpatient unit** that provides management and treatment during an acute phase of mental illness (23 beds)
- **Aged acute unit** that provides management and treatment during an acute phase of mental illness for clients aged 65 years and over
- **High level residential care facility** which provides respite care and treatment for residents aged 65 years and over who have a severe mental illness
- **Residential Recovery Program** facility that focuses on people who have a significant and prolonged history of mental illness and associated deterioration in psychosocial function (20 beds)
- **Secure Extended Care facility** that provides secure care for people who have unremitting and severe symptoms of mental illness and associated behaviour disturbance (12 beds)
- **Mother and Family Unit** that provides specialist perinatal mental health assessment and biopsychosocial treatment for women and their children who live in the Grampians and South Western region (5 beds)

## Psychiatrists

Psychiatrists are specialist medical doctors who diagnose and treat mental illness and mental disorder. Qualifying as a psychiatrist involves first obtaining a medical degree and then undertaking a minimum of 5 years' postgraduate specialisation in psychiatry. To practice, psychiatrists must be registered with the Royal Australian and New Zealand College of Psychiatrists.

There is one private psychiatrist who visits Horsham weekly (Wednesdays). Dr Proctor is based in Ballarat and provides services from Lister House Clinic.

A GP referral is required to see Dr Proctor and in May 2016 the waiting period was 3 months.

### Resource: **Comparing Psychologists and Psychiatrists**

Psychologists and psychiatrists both work in the area of mental health, and often work together. However, there are some significant differences between the two professions in the following areas:

- A psychiatrist can prescribe medication; a psychologist cannot.
- Psychologists have specialist training in non-medical interventions.
- Psychologists help both people with emotional and psychological difficulties as well as helping people who wish to enhance their psychological wellbeing and functioning.

## Specialised Mental Health Supports



Specialised mental health services are funded by the state government and support people with particular clinical conditions or with high level needs and conditions that impair their ability to function in daily life.

These services are delivered statewide, on a regional basis. They include:

- **Aboriginal Mental Health**

- Koori Mental Health Liaison Officers (MNHLO) are based in regional area mental health services. They aim to improve access to and the cultural appropriateness of services provided to Aboriginal and Torres Strait Islander people
- St Vincent's Mental Health Acute Inpatient Service has five specialist beds that are managed with the Victorian Aboriginal Health Service Family Counselling Services for Aboriginal people from across Victoria.

- **Brain Disorders**

- There are specialist mental health services for people with acquired brain injury or neurodegenerative conditions and associated disorders

- **Dual Disability**

- A person with a dual disability has a developmental disability (intellectual disability or autism spectrum disorders) and a mental illness. A statewide mental health service for people with a dual disability, the Victorian Dual Disability Service (VDDS), is located at St Vincent's Hospital.

- **Eating disorders**

- Victoria provides both intensive community-based services for the treatment of eating disorders and acute inpatient care services
- Community engagement plays an important role in supporting recovery or when seeking help for eating disorders. Community engagement programs include:
  - The Butterfly Foundation
  - Eating Disorders Victoria
  - The Victorian Centre for Excellence in Eating Disorders

- **Neuropsychiatry**

- Neuropsychiatry specialises in mental illness associated with disorders of the nervous system. A statewide specialist service is located at The Royal Melbourne Hospital.

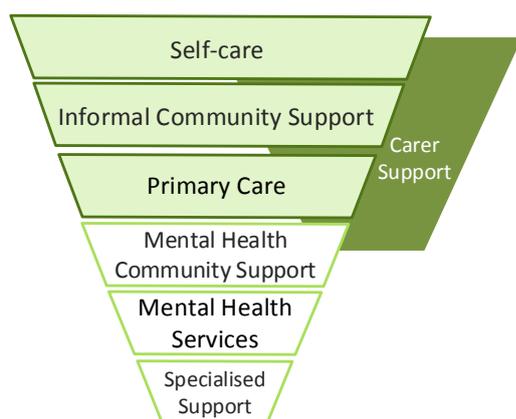
- **Refugee mental Health Services**

- Refugees are vulnerable members of the community. They have a high risk of developing mental health problems due to trauma and loss experienced in their country of origin, or as a result of severe hardship while seeking asylum in Australia.
- Mental health services for refugees tend to focus on specialist programs or are part of general health and wellbeing promotion within refugee communities.

- **Personality Disorders – Spectrum**

- The first line of support for people with a personality disorder often comes from general practitioners or clinical mental health services.
- Spectrum is a statewide service in Victoria that supports and works with local area mental health services and other providers to provide treatment for people with personality disorder.
- Spectrum focuses on those who are at risk from serious self-harm or suicide and who have particularly complex needs.

## Mental Health Carer Support



There are supports for carers of people with mental health issues in the Wimmera and Southern Mallee.

Mental Health respite can come in a variety of forms to give carers support and assistance so that their caring role can be sustained. The types of assistance include:

- Advocacy
- Information and education
- Practical assistance
- Social and recreational activities
- Wellbeing programs

The two providers in the Wimmera and Southern Mallee are:

- Ballarat Health Services – Mental Health Carer Support
- Villa Maria Catholic Homes - Mental Health Respite – Carers support

→ See [Part 4](#) for service information and contact details

### Carer Support Groups

#### Wimmera Carers support Group (Mental Health)

Day: Meets on the second Thursday of the month  
Time: 10.30am – 12.30pm  
Venue: Wimmera Uniting Care, 28 Urquhart Street, Horsham  
Contact: Jackie Cooksley (Mental Health Carer support)  
Tel: 03 5381 9336 Email: [jacklync@bhs.org.au](mailto:jacklync@bhs.org.au)

#### Warracknabeal Carers Group

Meets monthly  
Contact: Sandi Telfer (Rural Northwest Health)  
Tel: 03 5396 1200

### Telephone based counselling

- [Carers Victoria](#) can provide short-term counselling (up to six sessions) that will mainly focus on issues related to the caring role.

## PART 2: MEETING DIFFERENT NEEDS

Mental health issues are experienced in a range of different ways. A person may have difficulty coping with a traumatic event or struggling with ongoing challenges that are wearing them down. A person may be diagnosed with a mental illness that can be treated by their GP while for other people, a mental illness can, and does have a significant impact on many aspects of their lives.

This section depicts the experience of mental illness and shows how different types of services can complement each other at different stages of the person's journey.

### Crisis Support

A crisis is a very individual reaction to an event or experience. The need for crisis support can be categorised into two main groups:

- Personal crisis – people experiencing high levels of distress, anxiety and may be having suicidal thoughts
- Emergency – is when someone is at risk of harm to themselves or others

The majority of the services and supports available in the Wimmera and Southern Mallee are not crisis support services. They are funded to provide services during business hours, individuals are required to make an appointment and often there is a waiting period before an initial appointment is available.



In the event of emergency call 000 for an ambulance or police.

GP clinics and health services may have a capacity to respond to people in crisis, however these services are orientated towards medical emergencies.

People can ring [Ballarat Health Service Mental Health Services](#) on 1300 661 323. This number is available 24 hours a day, 7 days a week. It is staffed by a mental health clinician who will determine how the service can best respond to the person's needs.

If it is an emergency, the service will direct the caller to call an ambulance or the police.

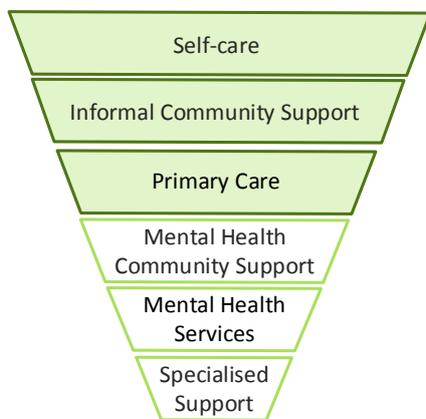
If the concern is assessed as a mental health issue and required urgent attention, a mental health clinic will see the person within two hours. If the issue isn't assessed as urgent, the person will be directed to their GP or an appointment with a mental health clinician will be made.

There are crisis helplines that people can contact for immediate assistance in a personal crisis. They are:

- Lifeline Tel: 13 11 14
- Kids' Helpline Tel: 1800 551 800
- Suicide Line (Victoria only) Tel: 1300 651 251
- Suicide Call Back Service Tel: 1300 659 467

As well as telephone support, these services have the capacity to provide text based online support.

### Psychological support & dealing with significant life events



There are events and experience that occur throughout a person's life they find hard to cope with and require assistance and support to navigate them. There are a range of supports that can be useful during these times.

They include:

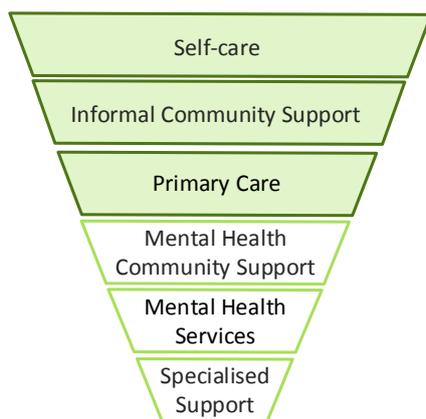
- Support from family and friends
- Helplines and chat
- Online self-help programs and apps
- Rural and Remote Engagement (RARE)
- GP
- Social Worker
- Counselling

There are also services and supports that are funded to support people who are dealing with specific issues and events in their lives. They include:

- Drought support
- Sexual assault counselling
- Parenting and family counselling
- Alcohol and other drug use
- Gambling support

Some of these services like drought support (or other natural disasters) will only be funded for a limited period of time.

## Becoming unwell

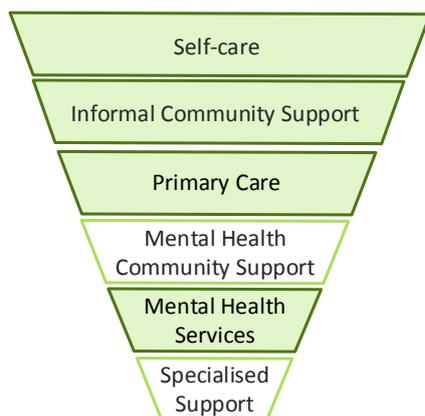


The experience of psychological distress could be the onset of a mental health issue. A person may not be 'travelling well' and often it is family and friends who recognise that something is not right.

Like any other illness, a good place to start is by going to a GP. However, there are other services and supports that can assist a person to find the help they need:

- Bush Nursing Centre /Community Nurse
- Social Worker
- RARE Worker

## Mild to moderate mental illness



A mild to moderate mental illness, sometimes known as a high prevalence, is often anxiety or depression which can be managed by a GP and counselling or psychology. To access some services, the GP may complete a mental health plan which outlines what the person and the GP decide to do. Services that may be involved include:

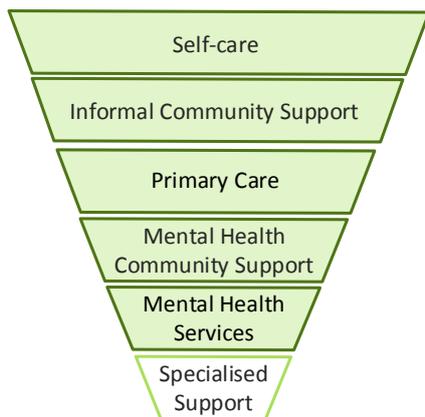
- Counselling
- Psychology
- Social Work
- Perinatal support (Child & Maternal Health)

## Moderate to severe mental illness

If the illness is moderate to severe - they may not be responsive to GP support and counselling, or the symptoms may be more acute (for example a psychosis). A team from [Ballarat Health Service Mental Health Services](#) may be involved or the person may be admitted to the Mental Health Services inpatient unit in Ballarat.

Ballarat Health Service Mental Health Services has psychiatrists on staff, however there are also psychiatrists who visit medical and private clinics.

## Mental Health Issues that have an impact on a person's function



Some people with severe mental illness may have a psychosocial disability. Psychosocial disability is a term used to describe the experience of people with impairments and participation restrictions related to mental health conditions. The impact of a psychosocial disability on an individual can include a loss of the ability to perform everyday tasks, trouble thinking clearly, poor physical health, and difficulties managing the social and emotional aspects of their lives.<sup>6</sup>

There are two programs that are funded to support people with a psychosocial impairment or disability. They are [Personal Helpers and Mentors](#) (PHaMs) and [Mental Health Community Support Services](#) (MHCSS).

## Complex issues associated with mental health

In addition to a psychosocial disability, some people with a severe and persistent mental illness need support from multiple services providers. [Grampians Partners in Recovery](#) assist people to navigate the services and support they need.

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<sup>6</sup> Mental Health Australia 2014, 'Getting the NDIS right for people with psychosocial disability', *Mental Health Australia*, accessed 18 May 2016, < <https://mhaustralia.org/general/getting-ndis-right-people-psychosocial-disability>>.

## PART 3: SEEKING SUPPORT

This section outlines the different ways that people can seek support. The information has been set out in a way so that it could be given to individuals and other community members.

### Crisis Support

**In an emergency** If someone's life is in danger or they are at risk of harming another person call 000 for an ambulance or police

### In a crisis

A crisis is someone's personal reaction to an event or experience in their life they find hard to cope with. People may experience crisis as a result of many events. These can include, but are not limited to:

Relationship breakdown or difficulties:

- Loss (of a loved one, job, home)
- Physical health issues
- Caring for another person
- Violence and trauma
- Pressures from work or study
- An accident
- A natural disaster
- The onset of mental health issues

Resource: If you're having a crisis<sup>7</sup>

1. Talk to someone you trust - often talking through your experience with someone you trust goes a long way to reducing your anxiety, and can help you to gain some perspective moving forward. If you don't feel comfortable talking to a loved one, visit your GP or contact a crisis line like Lifeline.
2. Look after your safety - Put your safety first. If you are in an unsafe situation, try to remove yourself or reach out to someone who can help you stay safe. If you are thinking about suicide, seek help immediately by calling Lifeline or another crisis line.
3. Recognise your strengths - your skills and abilities can help you cope under pressure. If you are having trouble identifying your strengths, ask a loved one to help you list some strengths that will help you in your current circumstances.
4. Get help - manage your crisis through counselling, medical attention, self-help programs or support networks. You might need to try a number of options depending on your individual circumstances – it's important to keep trying. Sometimes a crisis is a sign of a longer-term issue. It's important to get help for problems such as mental health issues or financial difficulties.
5. Make a plan - it can help reduce stress and give positive goals to work towards. For example, if you are having financial problems it can help to create a budget.
6. Take care of yourself - by eating healthily, exercising, and sleeping. Give yourself time out from your situation if possible – do things you enjoy. Avoid alcohol and drugs, as they numb feelings and make it harder to cope in the long run.

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<sup>7</sup> Lifeline n.d. 'Crisis support, *Lifeline*, accessed 18 May 2016, <<https://www.lifeline.org.au/Get-Help/Facts---Information/What-is-crisis-support>>.

## Crisis Lines

**Kids' Helpline:** 1800 551 800

Kid's Helpline is national 24-hour telephone counselling service for children (5-12 years) and young people (12-25 years) in Australia.

[www.kidshelpline.com.au](http://www.kidshelpline.com.au)

**Lifeline:** 13 11 14

A national 24-hour telephone and online counselling service for all ages.

[www.lifeline.org.au](http://www.lifeline.org.au)

**Mensline Australia:** 1300 789978

A national 24-hour telephone and online counselling service for men.

[www.mensline.org.au](http://www.mensline.org.au)

**Sexual Assault Crisis Line** 1800 806 292

The Victorian Sexual Assault Crisis Line (SACL) is a state-wide after-hours confidential telephone crisis for victim/survivors of sexual abuse. The SACL operates between 5pm – 9 am weekdays, and throughout weekends and public holidays. During business hours the call is directed to the nearest CASA.

[www.sacl.com.au](http://www.sacl.com.au)

**Suicide Call Back Service:** 1300 659 467

A national 24-hour telephone and online counselling service for those feeling suicidal and those caring from someone who is suicidal, or those affected by suicide.

<https://www.suicidecallbackservice.org.au/>

**SuicideLine:** 1300 651 251

SuicideLine is a 24/7 telephone counselling service in Victoria offering professional support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.

[www.suicideline.org.au](http://www.suicideline.org.au)

## Getting support – what to expect

### Eligibility – *who can access a service?*

Different services have different eligibility requirements that a potential service user must meet to be able to access the service. This could be based on where a person lives, their age, the type of symptoms they're experiencing, their diagnosis or the impact that their illness has on their lives. The eligibility is often determined by the type of funding the service receives.

## Intake

Different services have different ways of responding when a person contacts them for support. Some services will make an appointment for the person while others might have an intake worker who will talk with the person questions about their situation and the support they need before an appointment is made.

### Referrals

Some services need a referral from a GP before the person can access the service. For example, a GP referral is required for [Counselling Connect](#) or [Kids Connect](#).

### Priority Systems

Some services have a priority or triage system. This means that when a person contacts the service, often a clinician will ask them about why they are contacting the service so they can determine how urgent the person's need is. Triage systems are based on the answers a person gives to a specific set of questions. The answers are used to determine the level of urgency. [Ballarat Health Services – Mental Health Service](#) uses this system.

### Central Intake

[Grampians Community Health](#) and [Wimmera Uniting Care](#) use a central intake system for most of the programs they offer. When a person initially contacts the service, they will talk to an Intake Worker who will ask the person a series of questions about what difficulties they are having and the type of the support they are seeking. After this discussion, the intake worker will refer the person to the program that will best meet their needs. If the program is not provided by that service, the intake worker will direct or/and assist the person to contact a service that can help them.

### Assessment & Referral Service

The intake and assessment process for state funded [mental health community support services](#) is managed regionally by an agency called Australian Community Support Organisation (ASCO). This means that although Wimmera Uniting Care delivers the program, they are not responsible for the initial assessment and prioritisation of need for this program.

People must contact ASCO where an intake worker will complete an assessment which takes about 30 minutes. The intake worker will determine the person's priority status and register them for the service. The Wimmera Uniting Care Intake Team can assist people with this process.

When a vacancy becomes available, the service provider (Wimmera Uniting Care) will contact the person. While a person is waiting for a service to become available, an ASCO worker will make a regular phone call to the person to see how they are going.

## PART 4: SERVICE INFORMATION

Service	Address	Phone	Email/website	Areas Served	Pg.
Ballarat Health Services – Mental Health Services	Federation House, 3 Robinson Street Horsham	1300 661323 5362 1300	<a href="http://www.bhs.org.au">www.bhs.org.au</a>	ALL	27
Ballarat Health Services – Mental Health Carer Support	Wimmera Community Options, Level 1/185 Baillie Street Horsham	1800 059059 5381 9336	<a href="mailto:carers@bhs.org.au">carers@bhs.org.au</a>	ALL	29
Barwon CASA Wimmera	25 Roberts Ave, Horsham	5381 1211	<a href="mailto:wimmera@barwoncasa.org">wimmera@barwoncasa.org</a>	ALL	30
Edenhope & District Memorial Hospital – Social Work	128 Elizabeth Street Edenhope	5585 9800	<a href="mailto:info@edmh.org.au">info@edmh.org.au</a>	W	33
Goolum Goolum – Wellbeing Workers	43 Hamilton Street Horsham	5381 6330	<a href="mailto:reception@goolumgoolum.org.au">reception@goolumgoolum.org.au</a>	ALL	34
Grampians Community Health – Counselling	25 David Street Horsham	5362 1200	<a href="mailto:gch@grampianscommunityhealth.org.au">gch@grampianscommunityhealth.org.au</a>	HR	35
Grampians Partners in Recovery	8-22 Patrick Street Stawell	1800 056 400	<a href="mailto:info@grampianspir.org.au">info@grampianspir.org.au</a>	ALL	36
Harrow Bush Nursing Centre	24 Blair Street Harrow	5588 2000	<a href="mailto:operationsadmin@hbnc.org.au">operationsadmin@hbnc.org.au</a>	W	38
Rural Northwest Health – Social Work	18 Dimboola Road Warracknabeal	5396 1200	<a href="mailto:reception@rnw.net.au">reception@rnw.net.au</a>	Y	39
VMCH – Mental Health Respite Carers Support	Girdlestone Street Ararat	5352 2317	<a href="mailto:Grampians.carerservices@vmch.com.au">Grampians.carerservices@vmch.com.au</a>	ALL	40
West Wimmera Health Service – Social Work	49 Nelson Street Nhill	5391 4267	<a href="mailto:intake@wwhs.net.au">intake@wwhs.net.au</a>	H HR W Y	41
Western Victoria Primary Health Network	148 Baillie Street Horsham	5381 1756	<a href="mailto:info@westvicphn.com.au">info@westvicphn.com.au</a>	ALL	42
Wimmera Health Care Group – Social Work	83 Baillie Street Horsham	5381 9333	<a href="mailto:info@whcg.org.au">info@whcg.org.au</a>	HR	44
Wimmera Uniting Care – Community Mental Health Service	185 Baillie Street Horsham	5362 4000	<a href="http://www.wuc.org.au">www.wuc.org.au</a>	ALL	45
Wimmera Uniting Care – Family Counselling	185 Baillie Street Horsham	5362 4000	<a href="http://www.wuc.org.au">www.wuc.org.au</a>	ALL	47
Wimmera Uniting Care – Peer Support Program	185 Baillie Street Horsham	5362 4000	<a href="http://www.wuc.org.au">www.wuc.org.au</a>	ALL	48
Wimmera Uniting Care – Personal Helpers and Mentors	185 Baillie Street Horsham	5362 4000	<a href="http://www.wuc.org.au">www.wuc.org.au</a>	ALL	49
Wimmera Uniting Care – RARE	185 Baillie Street Horsham	0408 542 177	<a href="http://www.wuc.org.au">www.wuc.org.au</a>	H W Y	49
Woomelang Bush Nursing Centre	16 Proctor Street Woomelang	5081 2165	<a href="mailto:woombnc@bigpond.com">woombnc@bigpond.com</a>	Y	52

ALL   
 H – Hindmarsh Shire   
 HR – Horsham Rural City Council   
 W – West Wimmera Shire   
 Y – Yarriambiack Shire Council

## BALLARAT HEALTH SERVICE MENTAL HEALTH SERVICES

Federation House, 3 Robinson St, Horsham

Tel: 03 5362 1300 OR 1300 661 323

Fax: 03 5382 6747

Website: [www.bhs.org.au](http://www.bhs.org.au)



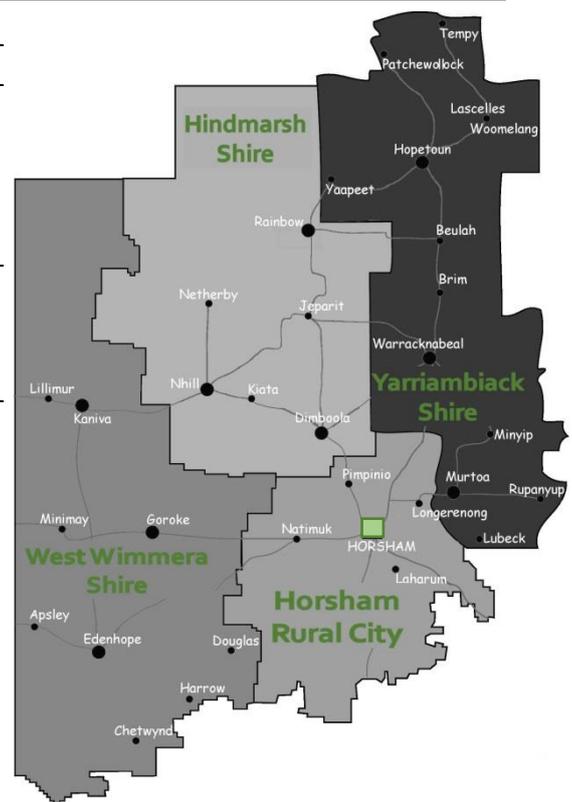
### **BHS Community Mental Health Services Health Teams:**

- Adult community Mental Health Services (26 – 64 years);
- Aged Community Mental Health Services (65+ years);
- Infant and Child Community Health Services (0-14 years);
- Youth Mental Health Services (15–25 years)

BHS mental health services are provided and co-ordinated by integrated mental health teams to clients in a variety of settings including their own homes. Each community mental health team is multidisciplinary, comprising a range of mental health professionals who are committed to providing an accessible and responsive mental health service. Professional disciplines within each multidisciplinary team include psychiatrists, psychologists, mental health nurses, occupational therapists and social workers. Community mental health teams provide assessment and treatment to clients and their families in collaboration with other agencies such as general practitioners.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	People living in the Wimmera and Southern Mallee
<b>Referral &amp; Assessment</b>	<ul style="list-style-type: none"> <li>• Anyone can make a referral for themselves or someone they are concerned about.</li> <li>• Anyone can contact Ballarat Health Service Mental Health Service if they are worried about their own changes in mood, ideas or behaviour, or someone else living in the region.</li> <li>• Tel: or 03 5362 1300 (Office hours only).</li> </ul>
<b>Seeking Support (Intake)</b>	<ul style="list-style-type: none"> <li>• Contact the service on 1300 661 323 (24 hours)</li> <li>• A duty worker (a mental health clinician) will conduct a preliminary assessment over the phone to determine if the person referred is likely to have a mental illness or disorder, the nature of the condition and urgency of the response required</li> <li>• The clinician will usually ask for permission to contact other people such as the GP, immediate family and other agencies that have been providing services to the person</li> <li>• Sometimes there may be other services that may be more useful to the person than the mental health service, such as a local doctor, counsellor or community agency. If so, the duty worker will assist you to access these services and/or provide advice</li> </ul>

<b>What to expect (initial contact)</b>	<p>The duty worker (a mental health clinician) will let the person know whether further contact with the mental health service is needed and will provide information about ongoing assessment, treatment and care.</p> <p>If urgent – Client is directed to nearest hospital where a mental health clinician will assess them. An ambulance or police may be required in some emergency situations</p> <p>If not urgent – The person will see a mental health worker by appointment within 7 days</p>
<b>Waiting Period</b>	Up to 7 days (non-urgent)
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Other areas services</b>	<ul style="list-style-type: none"> <li>• Teams are located in other centres in the Grampians Region</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> </ul>



Key:	
<span style="color: green;">■</span>	Main site/centre
<span style="color: green;">●</span>	Outreach location

## BALLARAT HEALTH SERVICES MENTAL HEALTH CARER SUPPORT



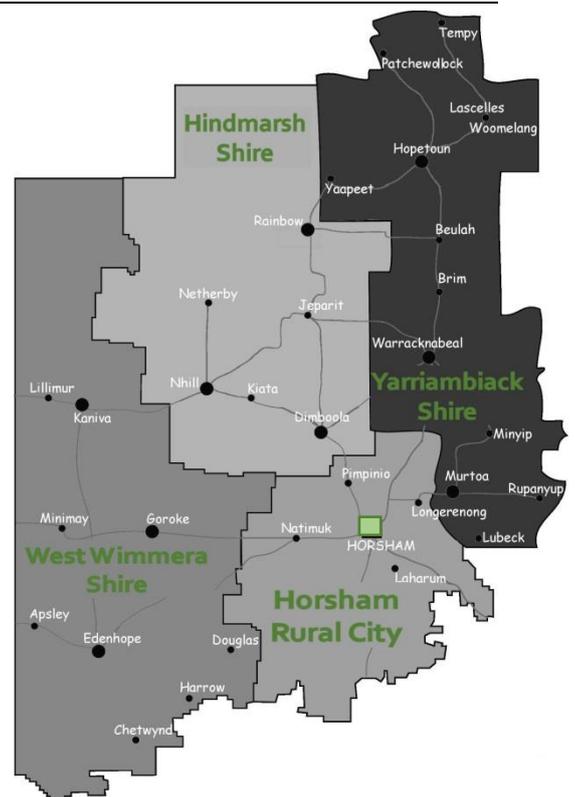
Wimmera Community Options,  
Level 1, 185 Baillie Street Horsham  
Tel: 1800 059 059 OR\* 03 5381 9336  
Fax: 03 5382 6747

Website: <https://www.bhs.org.au/node/188>

Email: [carers@bhs.org.au](mailto:carers@bhs.org.au)

Mental Health Carer Support provides support to carers of people with a mental illness by increasing access to flexible respite options. Early access to respite can minimise emergency or crisis situations. Support can be provided to assist with short term care planning; regional carer support group; brokerage assistance; & information, resources and education.

<b>Funding</b>	State & Commonwealth funding
<b>Who can use this service?</b>	Carers are family members, friends or neighbours who provide regular and sustained care and assistance to a person with a mental health issue. The care is provided without payment (other than a pension or benefit)
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact Carer Choice & Respite Services on 1800 059 059 (Ballarat) or 5381 9336 (Horsham)
<b>What to expect (initial contact)</b>	Once the carer has made initial contact with the service they will a letter confirming their referral and that they will be contacted by a case manager
<b>Waiting Period</b>	2 weeks
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> </ul>
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency can arrange access to web based programs (eg. Skype)</li> </ul>



## BARWON CASA - WIMMERA SPECIALIST SEXUAL ASSULT COUNSELLING



25 Roberts Ave, Horsham 3400

Tel: 03 5381 1211

Fax: 03 5381 1777

Web: [www.barwoncasa.org](http://www.barwoncasa.org)

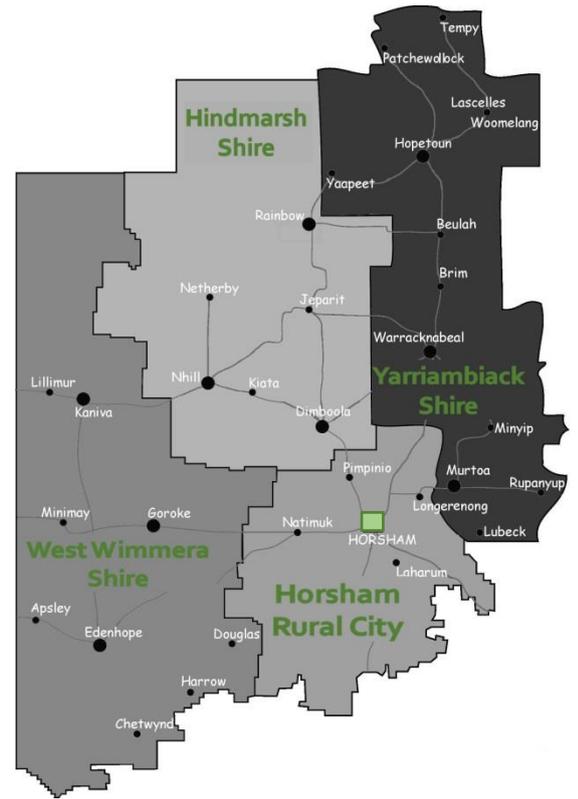
Email: [wimmera@barwocasas.org](mailto:wimmera@barwocasas.org)

Barwon CASA (Centre Against Sexual Assault) provides specialist counselling to women, young people, children and men who have experienced sexual assault either recently, or in the past. They also support non-offending partners, parents, family and friends.

Therapeutic counselling and support is available for people up to the age of 15 years who display problem or sexually abusive behaviours.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	<p>People who have experienced sexual assault either recently, or in the past. They also support non-offending partners, parents, family and friends.</p> <p>Offenders are not eligible for this service.</p>
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	<ul style="list-style-type: none"> <li>• Contact Barwon CASA - Wimmera directly on 03 5381 1211, OR</li> <li>• Ring the Sexual Assault Crisis Line 1800 806 292. During business hours the call will be diverted to the nearest Centre Against Sexual Assault (CASA)</li> </ul>
<b>What to expect (initial contact)</b>	<ul style="list-style-type: none"> <li>• If a person has been sexually assaulted in the last 2 weeks an immediate face-to-face response with a counsellor advocate during business hours can be arranged</li> <li>• If after hours or weekends, ring the Sexual Assault Crisis Line for crisis support, counselling and referral</li> <li>• For all other referrals, after initial contact is made an Intake appointment will be arranged with a Counsellor Advocate</li> </ul>
<b>Waiting Period</b>	2 – 3 Months
<b>Cost</b>	No Fee

<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Other areas services</b>	<ul style="list-style-type: none"> <li>• Northern Grampians Shire &amp;</li> <li>• Southern Grampians Shire</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> </ul>
<b>Outreach sites</b>	Outreach locations for Barwon CASA-Wimmera are outside of the Wimmera & Southern Mallee region
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• We can arrange access to web based programs (eg. Skype)</li> </ul>



## EDENHOPE & DISTRICT MEMORIAL HOSPITAL SOCIAL WORK



128 -134 Elizabeth St, Edenhope 3318.

Tel: 03 5585 9800

Website: [www.edmh.org.au](http://www.edmh.org.au)

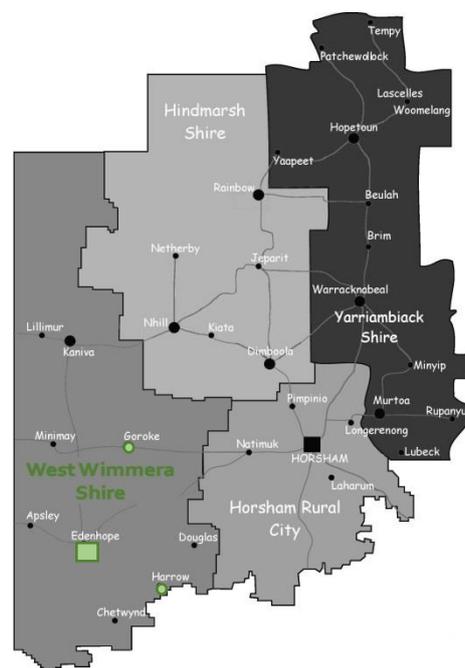
Email: [info@edmh.org.au](mailto:info@edmh.org.au)



The aim of the Social Worker is to assist people improve their quality of life. At some point, everyone is faced with a stressful, life-changing event in their life and for some people assistance from a Social Worker helps them deal with issues. Social Workers assist people by listening non-judgementally, are understanding and supportive of a person's needs, providing information which is useful and relevant and by being respectful of a person's right to confidentiality and privacy.

- Counselling for individuals, couple and families
- Advocacy – access and negotiate other services, representation on the person's behalf
- Referrals – Housing, legal and emergency support services

<b>Funding</b>	State funding
<b>Who can use this service?</b>	People living in the West Wimmera Shire
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	<ul style="list-style-type: none"> <li>• Contact EDMH on 03 5585 9800 or Social Work directly on 5585 9832</li> <li>• Harrow- Contact Harrow Bush Nursing Service 03 5588 2000</li> </ul>
<b>What to expect (initial contact)</b>	The social worker will organise an initial appointment, either directly with the client or via the referral source
<b>Waiting Period</b>	Up to 1 week
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• West Wimmera (Partial)</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based - Edenhope</li> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach sites</b>	Harrow, Goroke & Kaniva
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> <li>• The agency can arrange access to web based programs (eg. Skype)</li> </ul>



## GOOLUM GOOLUM ABORIGINAL COOPERATIVE WELLBEING WORKERS



43 Hamilton Street Horsham 3400

Tel: 03 5381 6330

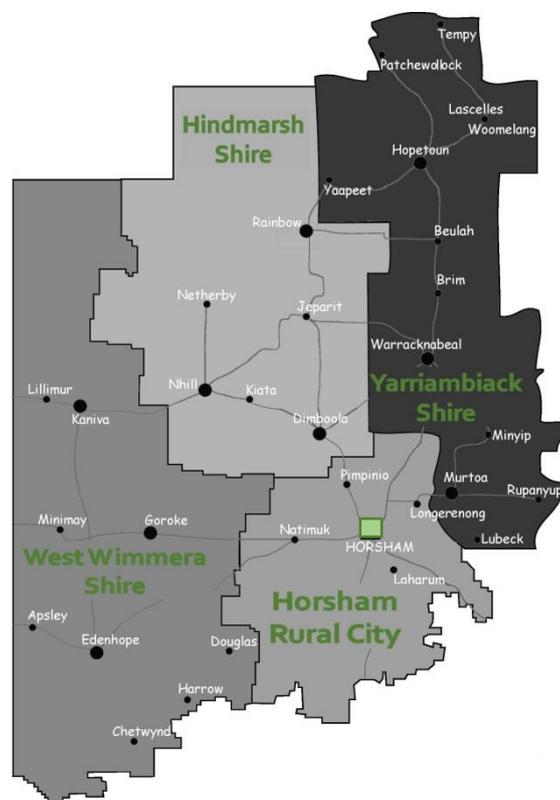
Fax: 03 5381 1563

Website: [www.goolumgoolum.org.au/](http://www.goolumgoolum.org.au/)

Email: [reception@goolumgoolum.org.au](mailto:reception@goolumgoolum.org.au)

Wellbeing Workers are available provide generalist counselling on Thursdays. Both male and female workers are available.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	Indigenous clients only
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact Goolum Goolum on 03 5381 6330
<b>What to expect (initial contact)</b>	Clients make appointment with receptionist
<b>Waiting Period</b>	None reported
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Locations</b>	• Centre based - Horsham
<b>Other Service Areas</b>	Ararat Rural City, Buloke Shire, Northern Grampians Shire
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• This agency is equipped to offer video based consultation</li> </ul>



## GRAMPIANS COMMUNITY HEALTH COUNSELLING

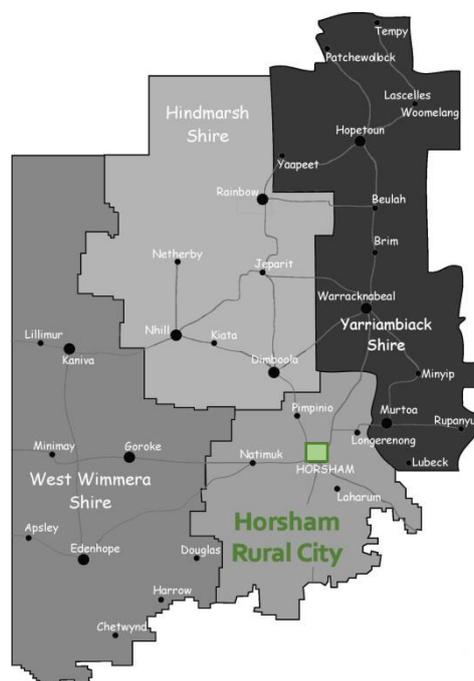


25 David Street Horsham 3400  
Tel: 03 5362 1200 Fax: 5382 4687  
Website: [www.grampianscommunityhealth.org.au](http://www.grampianscommunityhealth.org.au)  
Email: [gch@grampianscommunityhealth.org.au](mailto:gch@grampianscommunityhealth.org.au)



Counselling provides an opportunity to talk about something in your life that's troubling you.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	Residents of Horsham Rural City
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact GCH Intake on 03 5358 7400 between 9am – 5pm weekdays
<b>What to expect (initial contact)</b>	<ul style="list-style-type: none"> <li>The intake team worker will speak with the person about their current situation and needs and refer them to the most appropriate supports.</li> <li>The intake worker will make a referral to the primary care team allocation worker who mails a letter advising the person that they are on a waiting list for counselling.</li> <li>Once a space becomes available the counsellor will contact the person to arrange an appointment.</li> </ul>
<b>Waiting Period</b>	Approx. 12 weeks due to higher than normal demand (May 2016)
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>Horsham Rural City</li> </ul>
<b>Other Service Areas</b>	Northern Grampians Shire, Ararat Rural City
<b>Locations</b>	Centre based - Horsham



## GRAMPIANS PARTNERS IN RECOVERY



Grampians PIR facilitators are located at Wimmera Uniting Care  
 185 Baillie St Horsham  
 Tel: 1800 056 400 Fax: 03 5358 4113  
 Website: [www.grampianspir.org.au](http://www.grampianspir.org.au)  
 Email: [info@grampianspir.org.au](mailto:info@grampianspir.org.au)

Grampians Partners in Recovery (PIR) assists people with mental health concerns that are severe, persistent and require support from multiple agencies.

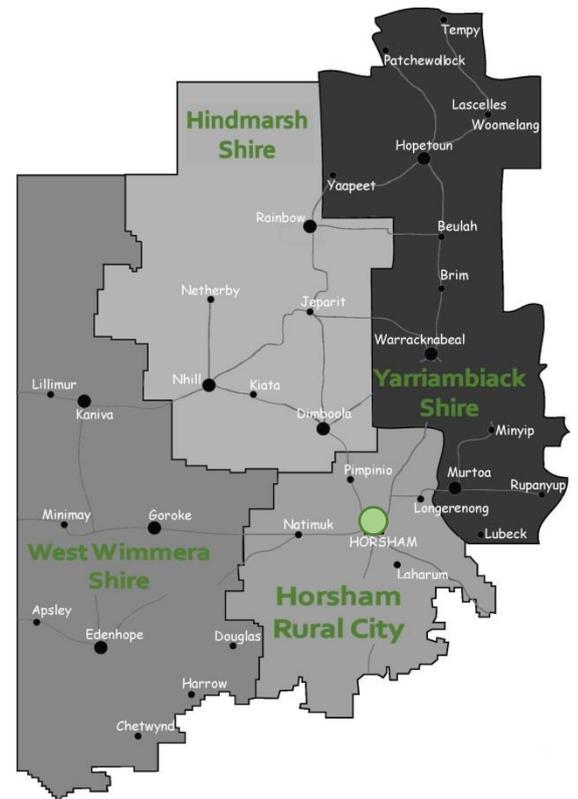
Navigation through the mental health system can be confusing, as there are so many agencies and programs each offering different support and resources. Gaining access to the right resources can often be frustrating to say the least.

GPIR assists people through your journey by: explaining how to navigate the system; helping to identify services available to all people, and connecting you to the ones that are right for you; supporting the person to build on their own strengths and natural resources; & assisting people to get their most urgent needs met.

GPIR will team the person with a Facilitator who will take the time to understand what the person wants assistance with and will be there for you throughout your recovery journey.

<b>Funding</b>	Commonwealth funding
<b>Who can use this service? (Eligibility)</b>	<p>The person:</p> <ul style="list-style-type: none"> <li>• Is aged 25 – 64 years</li> <li>• Has complex needs that require services &amp; supports from multiple agencies</li> <li>• Has a mental illness that is severe in degree and persistent</li> <li>• Requires support to engage with various services to meet their needs</li> <li>• Has no, or limited coordination arrangements with the service sector</li> <li>• Is willing to engage with GPIR</li> </ul>
<b>Referral &amp; Assessment</b>	<ul style="list-style-type: none"> <li>• The person must have given their consent to being referred to Grampians PIR</li> <li>• While not essential, it is very useful if the person has an up-to-date physical and mental health assessment and diagnosis at the time of referral. This will assist with the timely acceptance of the referral. If this not possible, this will be organised by Grampians PIR.</li> </ul>
<b>Seeking Support (Intake)</b>	<ul style="list-style-type: none"> <li>• Referral can be made by the person, a family member, friends or carers or a service provider</li> <li>• Phone the Central Intake &amp; Enquiry Service on 1800 056 400</li> <li>• Or fill out the <a href="#">Printable referral form</a> and return via:                      Fax 03 5358 4113, Post – 8-22 Patrick St, Stawell 3380, or                      Email it as an attachment to <a href="mailto:info@grampianspir.org.au">info@grampianspir.org.au</a></li> </ul>
<b>What to expect (initial contact)</b>	The person will be contacted with 7 days of the referral being received

<b>Waiting Period</b>	None
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Other Service Areas</b>	GPIR facilitators are located in other centres in the Grampians Region and Central Goldfields shire
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based - Horsham</li> <li>• Home visits or in the community</li> </ul>
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> <li>• The agency can arrange access to web based programs (eg. Skype)</li> </ul>



## HARROW BUSH NURSING CENTRE



24 Blair St Harrow 3317  
 Tel: 03 5588 2000 Fax: 03 5588 1300  
 Website: [www.hbnc.org.au](http://www.hbnc.org.au)  
 Email: [operationsadmin@hbnc.org.au](mailto:operationsadmin@hbnc.org.au)



**Primary health care, community health, and support programs:** District nursing/home visits; accident and emergency care (collaboration with Rural Ambulance Victoria); & local connection with residents accessing support from visiting providers

**Visiting Clinicians:** visiting GPs – fortnightly; Social Work – fortnightly (Edenhope Hospital); Psychologist – monthly (Western District Health Service); Allied Health – see website/newsletter for frequency

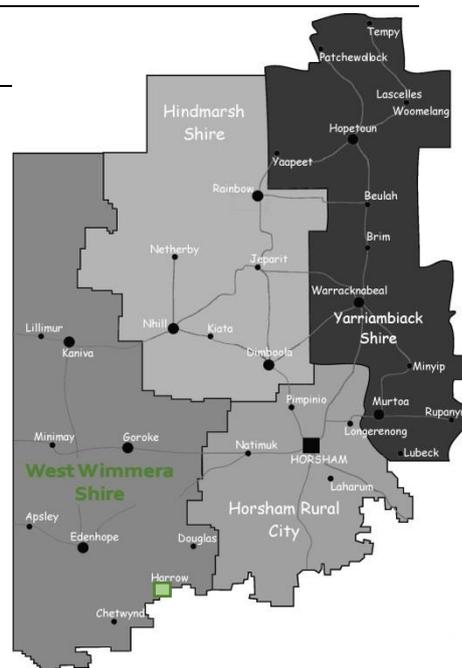
**Referral:** Respite; Counselling services; Shire home help

**Groups:** Exercises classes

**Co-located service:** Bay Riders Community Centre – Harrow Neighbourhood House; Harrow Men’s Shed

**Other:** Accredited to provide the sustainable farmers program

<b>Funding</b>	State funding
<b>Who can use this service?</b>	Membership is open to individuals and families living in Harrow and the surrounding area, Concession available (Health Care Cardholders)
<b>Referral &amp; Assessment</b>	n/a
<b>Seeking Support (Intake)</b>	n/a
<b>What to expect (initial contact)</b>	Contact Harrow BNC directly on 5588 2000
<b>Waiting Period</b>	Varies – depends on program or service
<b>Cost</b>	Fees & co-payments depend on service used
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• West Wimmera (Partial)</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based - Harrow</li> <li>• Home visits or in the community</li> </ul>
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> <li>• The agency can arrange access to web based programs (eg. Skype)</li> </ul>



## RURAL NORTHWEST HEALTH SOCIAL WORK & COUNSELLING



28 Dimboola Road, Warracknabeal 3393

Tel: 03 5396 1200

Fax: 03 5396 1207

Website: [www.rnh.net.au](http://www.rnh.net.au)

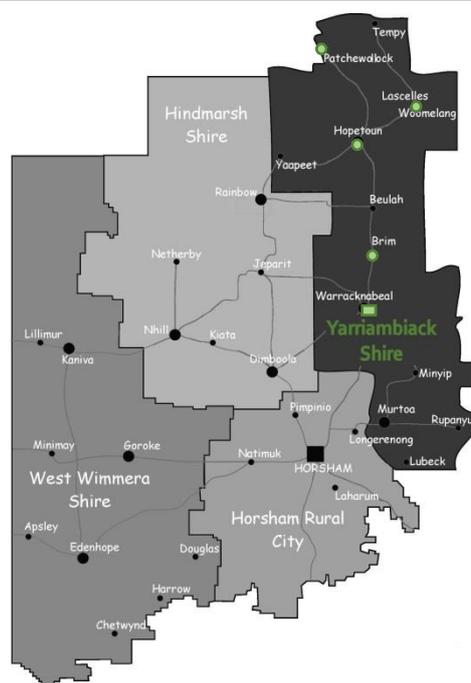
Email: [reception@rnh.net.au](mailto:reception@rnh.net.au)



The Social Worker supports people with social, emotional, mental health, environmental, cultural and financial difficulties and their impact on physical recovery and future well-being.

The social worker/counsellor provides a direct service to community clients, inpatients, their families and community and residents by means of social casework. Using a collaborative approach, they conduct psychosocial assessments and case planning, participate in family meetings, provide psychosocial interventions using evidenced based practice, assist in accommodation matters, develop and make available information about community resources for parents, their families and carers and refer when appropriate.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	Residents of Yarriambiack Shire
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Call RNH campuses directly: <ul style="list-style-type: none"> <li>• Warracknabeal - 03 5396 1238</li> <li>• Beulah – 03 5396 8200</li> <li>• Hopetoun – 03 5083 2000</li> </ul>
<b>What to expect (initial contact)</b>	Clients can make an appointment over the phone – the receptionist will ask the person for some information to determine if their need is urgent
<b>Waiting Period</b>	<ul style="list-style-type: none"> <li>• Urgent: as soon as possible</li> <li>• Non-urgent: 1-3 weeks</li> </ul>
<b>Cost</b>	Fees are means tested: <ul style="list-style-type: none"> <li>• Low income - \$10 per visit</li> <li>• Middle income - \$15 per visit</li> <li>• High income - \$25 per visit</li> </ul>
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Yarriambiack</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	Beulah, Hopetoun & Patchewollock/Lascelles
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> </ul>



## VILLA MARIA CATHOLIC HOMES MENTAL HEALTH CARER RESPITE PROGRAM



East Grampians Health Service

Girdlestone St, Ararat 3377

Tel: 1300 071 720

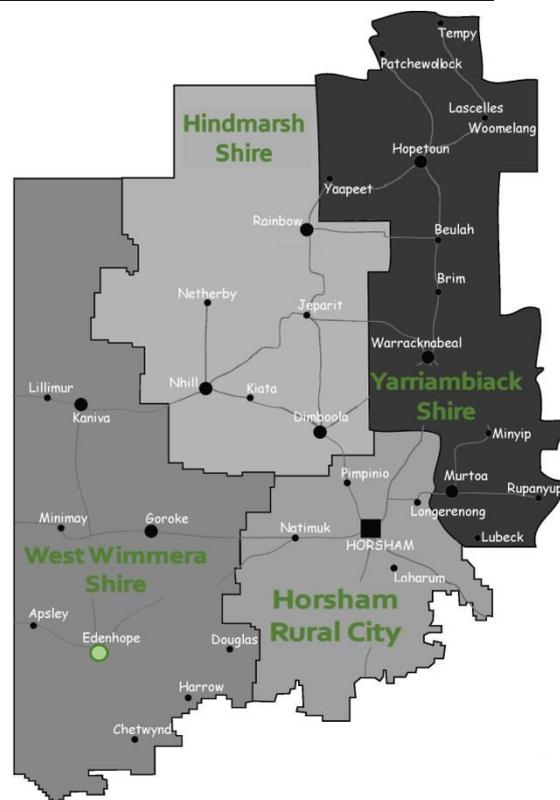
Fax: 03 5352 4817

Website: [www.vmch.com.au](http://www.vmch.com.au)

Email: [grampians.carerservices@vmch.com.au](mailto:grampians.carerservices@vmch.com.au)

The Villa Maria Catholic Homes (VMCH) Mental Health Carer Respite program offers a range of flexible respite and support options for carers and families and support options for carers and families of people living with a mental illness, mental health condition, dementia and autism.

<b>Funding</b>	Commonwealth funding
<b>Who can use this service?</b>	Carer of a person with a mental illness including dementia and autism
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact service on 1300 971 720
<b>What to expect (initial contact)</b>	The service will request the person's contact details and a care advisor will contact them
<b>Waiting Period</b>	2 to 4 weeks
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Other Service Areas</b>	Ararat Rural City
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	Edenhope



## WEST WIMMERA HEALTH SERVICE SOCIAL WORK



Mirra Building  
49 Nelson Street Nhill 3418  
Tel: 03 5391 4267 Fax: 03 5391 4361  
Website: [www.wwhs.net.au](http://www.wwhs.net.au)  
Email: [intake@wwhs.net.au](mailto:intake@wwhs.net.au)

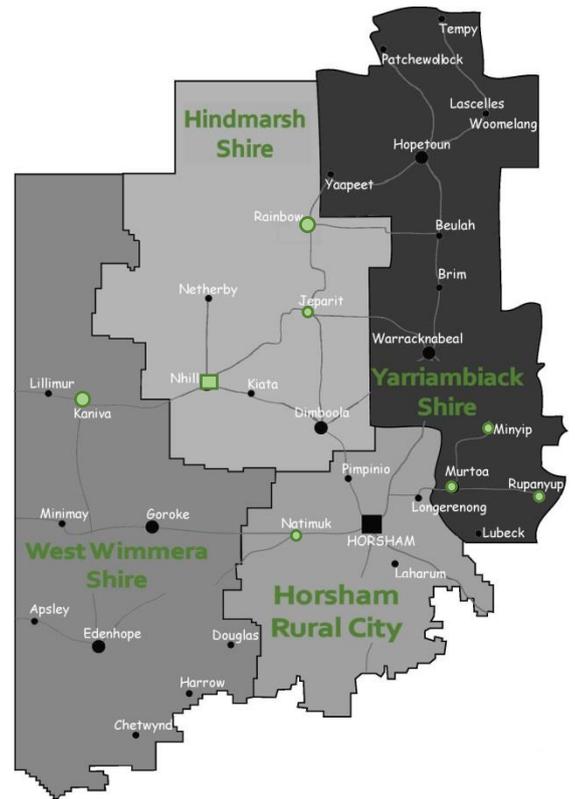
The aim of social work is to assist people improve their quality of life.

At some point everyone is faced with a stressful life event and for some people, assistance from a social worker is required. Social workers assist people by listening non-judgementally and being understanding and supportive of a person's needs, providing counselling, referrals to other agencies, information that is useful and relevant and by being respectful of a person's right to confidentiality and privacy.

There is an agency for Centrelink Services at the Nhill campus

<b>Funding</b>	State & Commonwealth funding
<b>Who can use this</b>	Residents of the West Wimmera Health Service catchment area including Nhill, Goroke; Jeparit; Kaniva; Minyip, Murtoa, Natimuk; Rainbow, Rupanyup
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	<p>Phone or email:</p> <ul style="list-style-type: none"> <li>• Contact the WWHS initial needs coordinator: Tel 03 5391 4292 OR Email: <a href="mailto:Intake@wwhs.net.au">Intake@wwhs.net.au</a></li> <li>• People can go to the Murtoa or Minyip Community Health Centres from where they will be referred to the WWHS initial Needs coordinator</li> </ul>
<b>What to expect (initial contact)</b>	<p>The Initial needs coordinator will contact the person:</p> <ul style="list-style-type: none"> <li>• They will ask the person about the current situation and the support they require.</li> <li>• If social work is required, the coordinator will make a referral and the social worker will get in touch with the person</li> </ul>
<b>Waiting Period</b>	1 to 3 weeks
<b>Cost</b>	No fee

<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh (local areas)</li> <li>• Horsham Rural City (local areas)</li> <li>• West Wimmera (local areas)</li> <li>• Yarriambiack (local areas)</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	Goroke; Jeparit; Kaniva; Minyip; Murtoa; Natimuk; Rainbow, Rupanyup
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> <li>• The agency can arrange access to web based programs (eg. Skype) from Minyip, Murtoa, and Rupanyup</li> </ul>



## WESTERN VICTORIA PRIMARY HEALTH NETWORK COUNSELLING CONNECT & KIDS CONNECT



148 Ballie St, Horsham 3400  
Tel: 03 5381 1756 Fax: 03 5381 0313  
Website: [www.westvicphn.com.au](http://www.westvicphn.com.au)  
Email: [info@westvicphn.com.au](mailto:info@westvicphn.com.au)

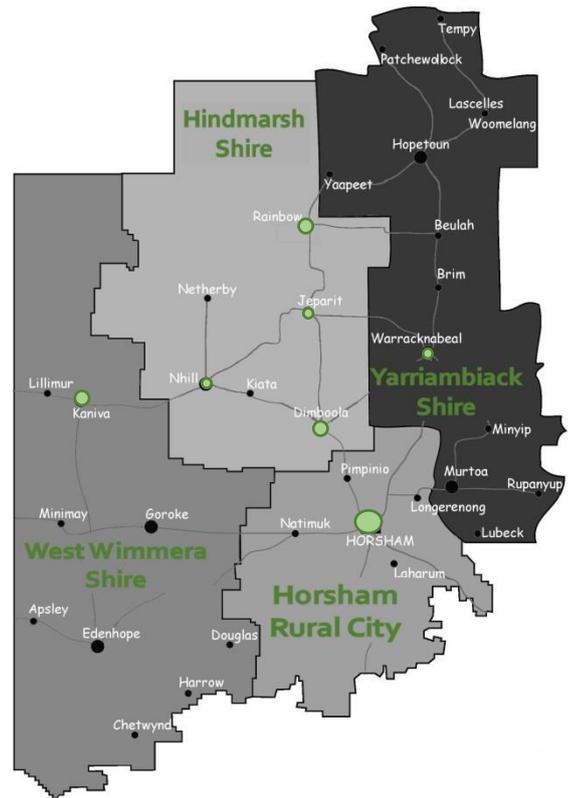


**Counselling Connect** - Western Victoria PHN delivers Counselling Connect, a free counselling service for young people and adults requiring primary mental health care with a mild to moderate mental illness. Six sessions of counselling are provided with a further six sessions if required on re-referral. Counselling Connect is available for those on low incomes or where local counselling services are not available.

**Kids Connect** - Western Victoria PHN delivers Kids Connect, a counselling service for children up to 12 years with mental, emotional or behavioural difficulties. A formal diagnosis is not required. Six sessions of counselling are provided. Kids Connect is a free service for those families on low incomes, or if there are no private counsellors available.

<b>Funding</b>	Commonwealth funding
<b>Who can use this service?</b>	<b>Counselling Connect</b> - Young people and adults over the age of 12 years <b>Kids Connect</b> – children up to 12 years
<b>Referral &amp; Assessment</b>	A GP referral is required using the Counselling Connect referral form
<b>Seeking Support (Intake)</b>	GP faxes referral/mental health plan to Primary Health Network
<b>What to expect (initial contact)</b>	Once referral is received <ul style="list-style-type: none"> <li>• A letter will be sent confirming the referral has been received, and advising that they have been placed on waiting list.</li> <li>• A second letter is sent to the person when an appropriate counsellor is available which provides the counsellor’s name and phone number.</li> <li>• Client must telephone counsellor within two weeks.</li> </ul>
<b>Waiting Period</b>	Varies depending on location: Horsham – 3 weeks Dimboola – 3 weeks Kaniva – no wait Jeparit – 2 weeks Nhill – 3 weeks Rainbow – 2 weeks Warracknabeal – 8 weeks
<b>Cost</b>	No fee

<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Other Service Areas</b>	Ararat Rural City, Central Goldfields Shire, Northern Grampians Shire
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	<p>Horsham  Jeparit  Rainbow  Nhill  Kaniva  Dimboola  Warracknabeal</p>



## WIMMERA HEALTH CARE GROUP GENERALIST COUNSELLING & SOCIAL WORK



Arapiles Building, 83 Baillie Street Horsham 3400

Tel: 03 5381 9333 Fax: 03 5381 9330

Website: [www.whcg.org.au](http://www.whcg.org.au)

Email: [info@whcg.org.au](mailto:info@whcg.org.au)



Sometimes an illness can lead to social, emotional, financial or practical problems in a person's life.

The Social Work Department provides counselling and support for in-patients and their immediate families. Community members can also make an appointment to see the Social Worker. Support and assistance can be given in a variety of areas including:

- Adjusting to illness
- Lifestyle changes
- Loss & grief
- Anxiety & depression
- Information on Power of Attorney, guardianship and administration
- General information on community resources and referral

<b>Funding</b>	State funding
<b>Who can use this service?</b>	Open
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact the Arapiles Building Reception on 03 5381 9333 to make an appointment
<b>Waiting Period</b>	Prioritised waiting list applies
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Horsham Rural City</li> <li>• Hindmarsh (partial)</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	Dimboola
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> </ul>



## WIMMERA UNITINGCARE COMMUNITY MENTAL HEALTH SERVICE



185 Baillie Street Horsham 3400  
Tel: 03 5362 4000 Fax: 03 5382 1566  
Website: [www.wuc.org.au](http://www.wuc.org.au)

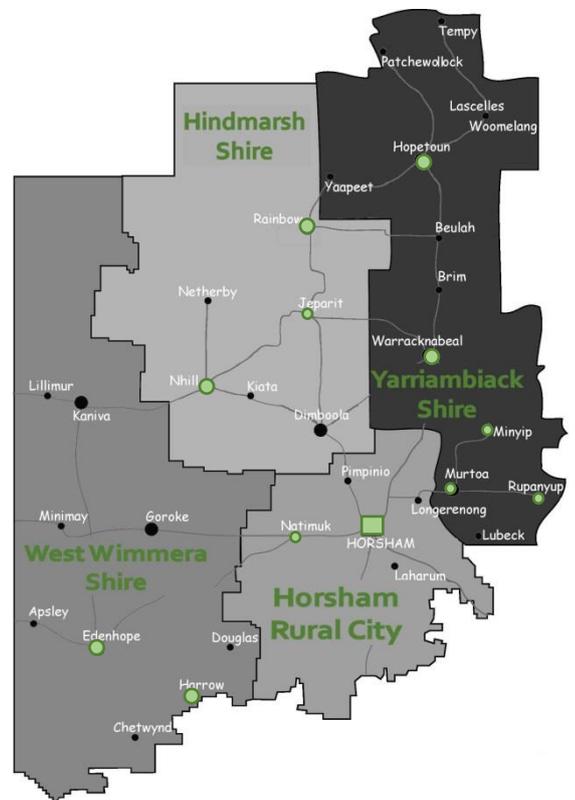


Wimmera Uniting Care (WUC) Community Mental Health Services provides assistance to people who are having difficulties and issues with their mental health and wellbeing.

Community Mental Health Support Workers provide support for each participant as they learn more about the effects of their mental illness. The support is planned and provided using a personalised and consultative approach with each individual and other relevant people such as family members, carers, close friends, care coordinators and other support services.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	<p>People seeking this service must:</p> <ul style="list-style-type: none"> <li>• Be aged between 16 and 64 years</li> <li>• Have a mental health diagnosis that has significant impact on their life</li> <li>• Have impairments that are permanent and may reduce functioning in areas including communication, social interaction, learning self-care, and/or self-management, and</li> <li>• The illness affects their ability to work or interact socially</li> <li>• The person must be ready for recovery and willing to actively work towards recovery focused goals</li> </ul>
<b>Referral &amp; Assessment</b>	<p>All referrals for Mental Health Community Support must be made to Australian Community Support Organisation (ASCO) for assessment and allocation to this service. There are two ways that people can seek this service:</p> <ul style="list-style-type: none"> <li>• Wimmera Uniting care can support people to contact ASCO and completed the assessment process,</li> <li>• People can contact ASCO directly</li> </ul>
<b>Seeking Support (Intake)</b>	<p><u>Wimmera Uniting Care</u> (supported referral) - contact the WUC Intake team on 1800 195 114, OR</p> <ul style="list-style-type: none"> <li>• Visit WUC at 185 Ballie St, Horsham</li> </ul> <hr/> <p><u>ASCO</u> (direct referral)</p> <ul style="list-style-type: none"> <li>• Call the consumer intake and assessment line on 1300 022 760, OR</li> <li>• Email: <a href="mailto:connect@acso.org.au">connect@acso.org.au</a> OR</li> <li>• Visit the ASCO Ballarat Hub, 356a Dana St, Ballarat, OR</li> <li>• Complete the <a href="#">ASCO Online Webform</a> (on behalf of the person), OR</li> <li>• The person can complete an <a href="#">Online Self-Referral</a></li> </ul>

<b>What to expect (initial contact)</b>	<p>When the person makes contact with ASCO an <u>Initial Assessment</u> will be completed:</p> <ul style="list-style-type: none"> <li>• An ASCO worker speaks with the person and completes an initial screening assessment (approx. 30 mins)</li> <li>• The person's eligibility for the service and their priority is determined</li> <li>• If the person is eligible they are allocated to the waiting list</li> </ul> <p><u>Interim support</u> – while the person on the waiting list, they will be contacted regularly by phone by an ASCO team member. The frequency of phone calls is determined by the person's priority status:</p> <ul style="list-style-type: none"> <li>• Priority 1 – Weekly</li> <li>• Priority 2 – Fortnightly</li> <li>• Priority 3 – Monthly</li> </ul> <p><u>Allocation &amp; support</u></p> <ul style="list-style-type: none"> <li>• When the provider has a vacancy, the person will be allocated to that provider. For people living in the Wimmera and Southern Mallee the provider is Wimmera Uniting Care</li> <li>• Wimmera Uniting Care will contact the person, do a more thorough assessment – identify what the person wants to achieve and develop a plan with the person</li> </ul>
<b>Waiting Period</b>	<p>In March 2016 the waiting periods were</p> <ul style="list-style-type: none"> <li>• Priority 1: 3 – 6 months</li> <li>• Priority 2: over 12 months</li> <li>• Priority 3: over 12 months</li> </ul>
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Other Service Areas</b>	Grampians Region
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	<p>Dimboola Edenhope Harrow/Balmoral Hopetoun Minyip/Murtoa/Rupanyup Nhill Rainbow/Jeparit Warracknabeal</p>
<b>Telehealth - Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> </ul>



## WIMMERA UNITINGCARE FAMILY COUNSELLING



185 Baillie Street Horsham 3400  
Tel: 03 5362 4000 Fax: 03 5382 1566

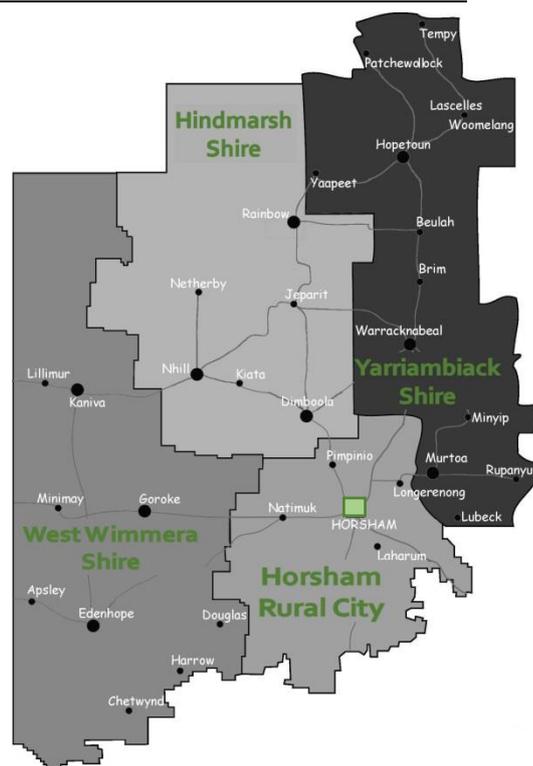
Website: [www.wuc.org.au](http://www.wuc.org.au)

Email: via website



Family Counselling is available for anyone in a family with children aged under 18 years who are experiencing issues such as family separation, stress, grief and loss or relationship problems.

<b>Funding</b>	State funding
<b>Who can use this service?</b>	Available to anyone in a family with children under 18 years
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact the WUC intake team on 1800 195 114, OR <ul style="list-style-type: none"> <li>Email <a href="mailto:intake@wuc.org.au">intake@wuc.org.au</a>,</li> <li>OR visit at 185 Ballie St, Horsham</li> </ul>
<b>What to expect (initial contact)</b>	<p><u>Initial Assessment</u></p> <ul style="list-style-type: none"> <li>An intake team member will speak to the person about their current situation and needs to determine what support/services they require</li> <li>A letter is sent to person confirming allocation to wait list if applicable</li> </ul> <p><u>Allocation &amp; support</u></p> <ul style="list-style-type: none"> <li>When the team has the capacity, the person will be allocated to a counsellor</li> </ul>
<b>Waiting Period</b>	3 to 4 weeks
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>Hindmarsh</li> <li>Horsham Rural City</li> <li>West Wimmera</li> <li>Yarriambiack</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>Centre based</li> </ul>



## WIMMERA UNITINGCARE PEER SUPPORT PROGRAM



185 Baillie Street Horsham 3400  
Tel: 03 5362 4000 Fax: 03 5382 1566

Website: [www.wuc.org.au](http://www.wuc.org.au)

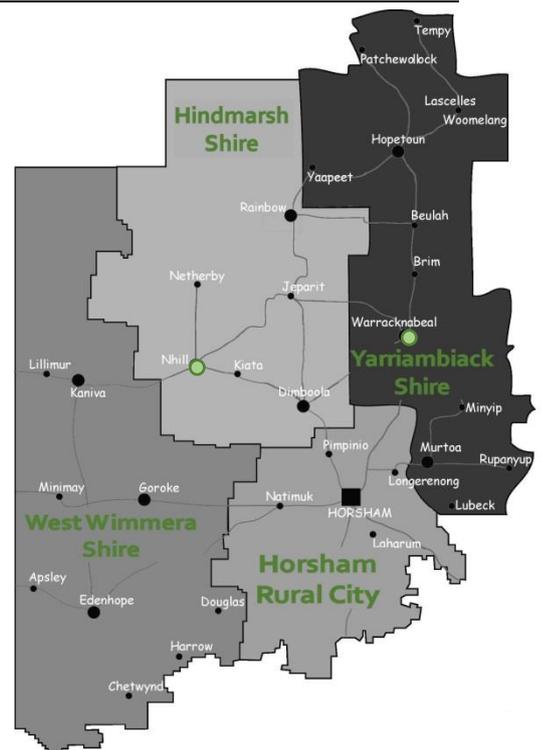
Email: via website



Open to anyone who is suffering, or has suffered, from a mental illness. The group offers peer support, sharing of stories, management strategies and guest speakers in a safe, secure and confidential environment.

The group meets in different locations across the Wimmera and Southern Mallee

<b>Funding</b>	Other funding
<b>Who can use this service?</b>	Open to anyone who has suffered, or is suffering a mental illness
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact the WUC intake team on 1800 195 114, OR <ul style="list-style-type: none"> <li>Email <a href="mailto:intake@wuc.org.au">intake@wuc.org.au</a>,</li> <li>OR Visit at 185 Ballie St, Horsham</li> </ul>
<b>What to expect (initial contact)</b>	<u>Initial Assessment</u> <ul style="list-style-type: none"> <li>An intake team member will speak to the person about their current situation and needs to determine what support/services they require</li> <li>A letter is sent or phone call made to person confirming allocation to wait list if applicable</li> </ul>
<b>Waiting Period</b>	n/a
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>Hindmarsh</li> <li>Horsham Rural City</li> <li>West Wimmera</li> <li>Yarriambiack</li> </ul>
<b>Other Service areas</b>	Ararat Rural City, Northern Grampians Shire
<b>Locations</b>	<ul style="list-style-type: none"> <li>Outreach locations</li> </ul>
<b>Outreach Sites</b>	Group meeting locations include Nhill, Warracknabeal and Ararat



## WIMMERA UNITINGCARE PERSONAL HELPERS & MENTORS



185 Baillie Street Horsham 3400  
Tel: 03 5362 4000 Fax: 03 5382 1566

Website: [www.wuc.org.au](http://www.wuc.org.au)

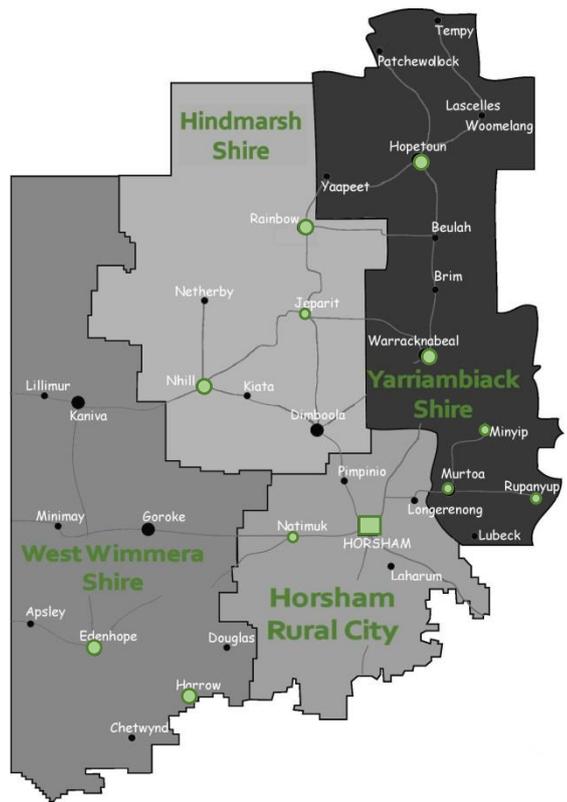
Email: via website



Wimmera Uniting Care (WUC) Personal Helpers and Mentors provide assistance to people who are having difficulties and issues with their mental health and wellbeing. Community Mental Health Support Workers provide support for each participant as they learn more about the effects of their mental illness. The support is planned and provided using a personalised and consultative approach with each individual and other relevant people such as family members, carers, close friends, care coordinators and other support services.

<b>Funding</b>	Commonwealth funding
<b>Who can use this service?</b>	<ul style="list-style-type: none"> <li>• Aged 16 years and over</li> <li>• No formal clinical diagnosis of a mental illness required, however the person is expected to be prepared to seek a formal diagnosis while participating in the program</li> <li>• The person's ability to manage their daily activities and live independently in the community is compromised due to a severe mental illness</li> <li>• The person must be ready for recovery and willing to actively work towards recovery focused goals</li> </ul>
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	Contact the WUC intake team on 1800 195 114, OR <ul style="list-style-type: none"> <li>• Email <a href="mailto:intake@wuc.org.au">intake@wuc.org.au</a>, OR</li> <li>• Visit at 185 Ballie St, Horsham</li> </ul>
<b>What to expect (initial contact)</b>	<p><u>Initial Assessment</u></p> <ul style="list-style-type: none"> <li>• An intake team member will speak to the person about their current situation and needs to determine what support/services they require</li> <li>• A letter is sent or phone call made to person confirming allocation to wait list if applicable</li> </ul> <p><u>Interim support</u></p> <ul style="list-style-type: none"> <li>• The person may be contacted by the intake team while on the waited list if there is an extended waiting period, this is generally completed fortnightly however it can change depending on each individual's situation</li> </ul> <p><u>Allocation &amp; support</u></p> <ul style="list-style-type: none"> <li>• When the team has the capacity, the person will be allocated to a key worker</li> </ul>

<b>Waiting Period</b>	1 to 4 weeks
<b>Cost</b>	No fee
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• Horsham Rural City</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> <li>• Outreach locations</li> </ul>
<b>Outreach Sites</b>	Dimboola Edenhope Harrow/Balmoral Hopetoun Minyip/Murtoa/Rupanyup Nhill Rainbow/Jeparit Warracknabeal
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> </ul>



## WIMMERA UNITINGCARE RURAL & REMOTE ENGAGEMENT (RARE)



185 Baillie Street Horsham 3400  
Tel: 03 5362 4000 Fax: 03 5382 1566

Website: [www.wuc.org.au](http://www.wuc.org.au)

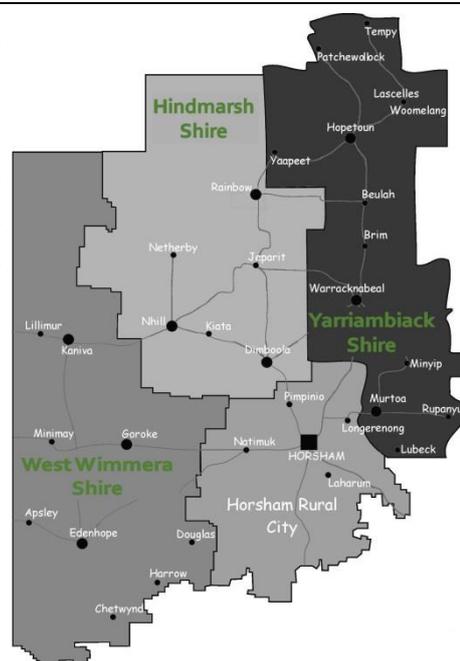
Email: via website



RARE aims to identify people in rural and remote areas needing support that may not otherwise seek it. This service is available in Hindmarsh and West Wimmera and enables people to have a chat about their situation in an informal way; work towards finding solutions; seek re-engagement with the community; refer to appropriate services where it is identified and agreed; find more information for a friend or family member; organise community functions in relation to health promotion; suicide preventing and rural mental health issues.

Additional RARE workers have been funded to provide support in Yarriambiack Shire and Horsham Rural City as part of the drought support package until 30 June 2016.

<b>Funding</b>	Commonwealth funding
<b>Who can use this service?</b>	Person living in the West Wimmera, Hindmarsh & Yarriambiack
<b>Referral &amp; Assessment</b>	No referral required
<b>Seeking Support (Intake)</b>	<ul style="list-style-type: none"> <li>• Contact the Rare Worker directly - Mal Coutts on 0408 542 177 OR</li> <li>• Call the WUC intake team on 1800 195 114, OR</li> <li>• Email the WUC intake team <a href="mailto:intake@wuc.org.au">intake@wuc.org.au</a>,</li> </ul>
<b>What to expect (initial contact)</b>	If you do not contact the RARE Worker directly or need to leave a message, the RARE worker will contact you as soon as possible
<b>Waiting Period</b>	n/a
<b>Cost</b>	No Charge
<b>Areas covered</b>	<ul style="list-style-type: none"> <li>• Hindmarsh</li> <li>• West Wimmera</li> <li>• Yarriambiack</li> </ul>
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Home visits or in the community</li> </ul>
<b>Outreach Sites</b>	n/a



## WOOMELANG BUSH NURSING CENTRE



16 Proctor Street Woomelang 3495

Tel: 03 5081 2165

Fax: 03 5381 2165

Website: [www.woomelang.com](http://www.woomelang.com) (go to 'Community' tab)

Email: [woombnc@bigpond.com](mailto:woombnc@bigpond.com)



**Community Nursing & support:** District nursing/home visits; Accident and emergency care (collaboration with Rural Ambulance Victoria); Local connection with residents accessing support from visiting providers; Transport (volunteer drivers)

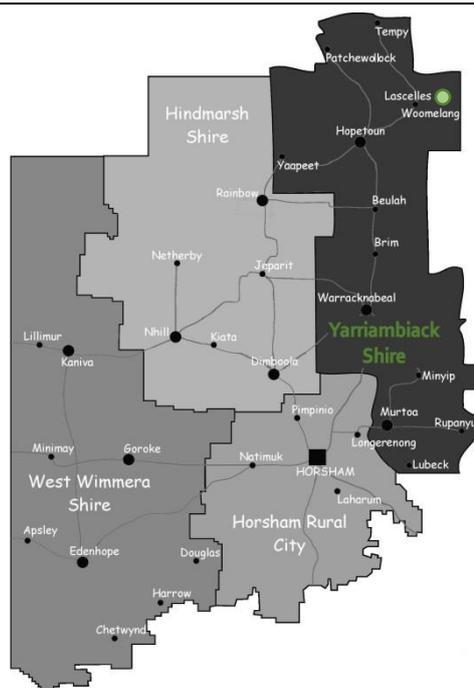
**Visiting Services:** Visiting GP – weekly (from Sealake Medical Practice); Social Work – weekly (Mallee Track); Allied Health – as required (NWHS)

**Referral:** Respite; Counselling services; Shire home help

**Groups:** Women's group; Exercises; Men's Shed; Ryan's Kitchen

**Pharmacy Service:** Prescriptions can be left at centre before 2pm and returned the same day (Sealake Pharmacy)

<b>Funding</b>	State and other funding
<b>Who can use this service?</b>	Membership is open to individuals and families living in Woomelang and the surrounding area
<b>Referral &amp; Assessment</b>	Respite; Counselling Services; Shire Home Help
<b>Seeking Support (Intake)</b>	Contact Service directly
<b>Waiting Period</b>	n/a
<b>Cost</b>	Fees and co-payments depend on service
<b>Areas covered</b>	Woomelang & surrounding areas
<b>Locations</b>	<ul style="list-style-type: none"> <li>• Centre based</li> <li>• Home visits or in the community</li> </ul>
<b>Telehealth Facilities</b>	<ul style="list-style-type: none"> <li>• The agency is equipped to offer video based consultation</li> </ul>



## PART 5: THE CHANGING LANDSCAPE

There are several changes at Commonwealth and state level that will change the way mental health services are funded and delivered. This section provides a summary of the changes anticipated to affect the delivery of services in the Wimmera and Southern Mallee in the next 2 – 3 years. The details of how the transitions will occur are not known at this stage.

### Mental Health Reform (Commonwealth)

The Mental Health Reform is taking place in response to the National Review of Mental Health Programmes and Services that was released by the National Mental Health Commission in April 2015. The review found no evidence that Commonwealth funded programs should be defunded. However, the overarching conclusion was that the mental health system as a whole was operating inefficiently and ineffectively.<sup>8</sup>

The responsibility for commissioning Commonwealth funding is being transferred to Primary Health Networks (PHN) across Australia. The PHN's are responsible for developing regional mental health and suicide prevention plans with local stakeholders that will inform how Commonwealth mental health funding will be distributed.<sup>9</sup>

Some of the existing program funding that will be transfer to the PHN funding pool include”

- Access to Allied Psychological Services (ATAPS)
- Mental Health Services in Rural & Remote Areas (MHSRRA)
- Suicide Prevention
- Mental Health Nurse Incentive Program (MHNIP)

As a commissioning body, PHN are no longer eligible to be service providers. This means that services that were established by the former Division of General Practices and Medicare Locals will be commissioned to other providers.

In the Wimmera and Southern Mallee, Counselling Connect and Kids Connect programs will continue to be delivered by Western Victoria PHN until the 31 October 2016 when the programs will be commissioned to another provider.

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<sup>8</sup> APS 2015, 'National review of mental health programmes and services, *Australian Psychological Society*, accessed 31 May 2016, < <http://psychology.org.au/Assets/Files/Mental-Health-Review-update-for-members-APRIL-2015.pdf>>.

<sup>9</sup> PHN 2016, 'Mental Health PHN Circular 2', *Australian Government Department of Health*, released 2 March 2016, accessed 20 April 2016, <[http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Circular2\\_Mental](http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Circular2_Mental)>.

## **National Disability Insurance Scheme** (Commonwealth & States/Territories)

The National Disability Insurance Scheme (NDIS) is due to be rolled out in the Wimmera and Southern Mallee region from October 2017. The NDIS allocates funding to individuals with a significant disability who can purchase services and supports from provider. People with a psychiatric condition that is assessed as likely to be permanent (psychosocial disability) will be eligible for NDIS funding.<sup>10</sup>

The commonwealth government has announced that Personal Helpers & Mentors (PHaMs) and Partners in Recovery (PIR) funds will be transferred to the National Disability Insurance Agency (NDIA) to fund the NDIS. The Victorian government has also indicated that the current funding for Mental Health Community Support Services (MHCSS) will be transferred to the NDIA as part of the state's contribution to the NDIS.<sup>11</sup>

The full transition from how services are currently provided to the NDIS is not currently known, however Grampians Partners in Recovery has been advised that they are not permitted to take on new clients after the NDIS is rolled out in 2017.

There are concerns about the future provision of services to people with a mental health issue who are not anticipated to have a long-term disability. Mental Health Australia have expressed concerns about the lack of clarity about what psychosocial disability supports will continue to be available outside of NDIS.<sup>12</sup>

Supports for this population group will be determined by NDIS Inclusion, Linkages and Capacity (ILC).

## **NDIS – Inclusion, Linkages and Connection** (Commonwealth & States/Territories)

The NDIS Inclusion, Linkages and Capacity (ILC) is the second tier of support currently being developed as part of the NDIS. In 2011 the Productivity Commission recognised the not everything could or should be achieved by giving greater access to individually funded packages (IFP).<sup>13</sup>

The ILC has two broad aims:

1. To provide information, referral and capacity building supports for people with a disability, their families and carers that are not directly tied to a person through IFP
2. To partner with local communities, mainstream and universal services to improve access and inclusion for people with a disability

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<sup>10</sup> NDIA 2015, 'Webinar: Mental health and the NDIS', *National Disability Insurance Scheme*, Webinar transcript, accessed 9 May 2016, < <http://www.ndis.gov.au/people-disability/videos-and-stories/webinars>>.

<sup>11</sup> NDIA 2014, 'IAC advice on implementing the NDIS for people with mental health issues', *National Disability Insurance Scheme*, accessed 9 May 2016, < <http://www.ndis.gov.au/about-us/governance/IAC/iac-advice-mental-health#issue4>>.

<sup>12</sup> Mental Health Australia 2015, 'NDIS framework for information, linkages and capacity building – Submission to the Department of Social Services', *Mental Health Australia*, accessed 20 April 2016, < <https://mhaustralia.org/submission/ndis-framework-information-linkages-and-capacity-building-submission-department-social>>.

<sup>13</sup> NDIA 2015, *Information, linkages and capacity building Commissioning framework – Consultation draft*, accessed 20 April 2016, < [http://www.ndis.gov.au/sites/default/files/ILC-Commissioning-Framework-Consultation-Draft\\_0.pdf](http://www.ndis.gov.au/sites/default/files/ILC-Commissioning-Framework-Consultation-Draft_0.pdf)>.

The ILC framework was endorsed by the Disability Reform Council (DRC) in August 2015 and the transition arrangements for the roll out are currently being developed.<sup>14</sup>

The activities of the ILC will be delivered across five streams. They are:

- Information, linkages and referrals
- Capacity building for mainstream services
- Community awareness and capacity building
- Individual capacity building, and
- Local area coordination (LAC)

Each stream will have implications for the availability and access to supports for people who do not have access to IFPs, including those with mental health issues who do not have a psychosocial disability that has been determined to be permanent.

The development of the ILC streams are still in the early stages and the types of supports that will be available is not yet known. This means that it is not yet known how people who have an episodic illness or have only recently been experience everyday challenges associated with a mental illness.

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<sup>14</sup> NDIA n.d. 'ILC policy framework, *National Disability Insurance Scheme*, accessed 31 May 2016 <<http://www.ndis.gov.au/community/ilc-home/ilc-policy-framework>>.

This document was developed by  
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