



Mental Health Service Directory

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

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Joanne Richie

*BOT (Hons), Cert IV TAA,
Masters Sustainability & Social Change*

Evaluation & Project Work

Small scale social research with a qualitative emphasis

Mobile: 0417 512 480

Email: jlrchie@bigpond.com

ABN: 63 468 196 259

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BACKGROUND

Wimmera Primary Care Partnership Incorporated (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.

The Wimmera and Southern Mallee Mental Health Service Directory was first developed in 2016 in response to concerns about the impact that the ongoing drought conditions had on individuals and communities across the region.

The current edition finds a quite different but just as a challenging landscape. COVID-19 has changed the way we live, work and communicate with family, friends and colleagues. For some people, these changes are the cause of stress, anxiety and concern and there has been an increase in the demand for mental health support and services across Australia.

It is important to note that many services are providing alternative support mechanisms at this time, some of which are captured in this directory. It is advisable that you or your client contact the service to find out how they are providing support.

This directory provides information about the range of services and supports for people who are experiencing psychological distress, mental illness or psychosocial concerns. The services listed are primarily adult services. Services and supports for children under 12 outside of the school's networks are limited to Ballarat Health Services Mental Health Services and Uniting Wimmera's Generalist Counselling.

Change is a continuing theme for the provision of mental health services and supports across the Wimmera and Southern Mallee. Since the last edition, several services have discontinued, and newer ones have not necessarily replaced them but are meeting the needs of specific population groups.

September 2020

OUTLINE

The purpose of the Wimmera & Southern Mallee Mental Health Services Directory is to assist service providers and its users 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.

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)¹ and the National Mental Health Commission (NMHC)² 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.

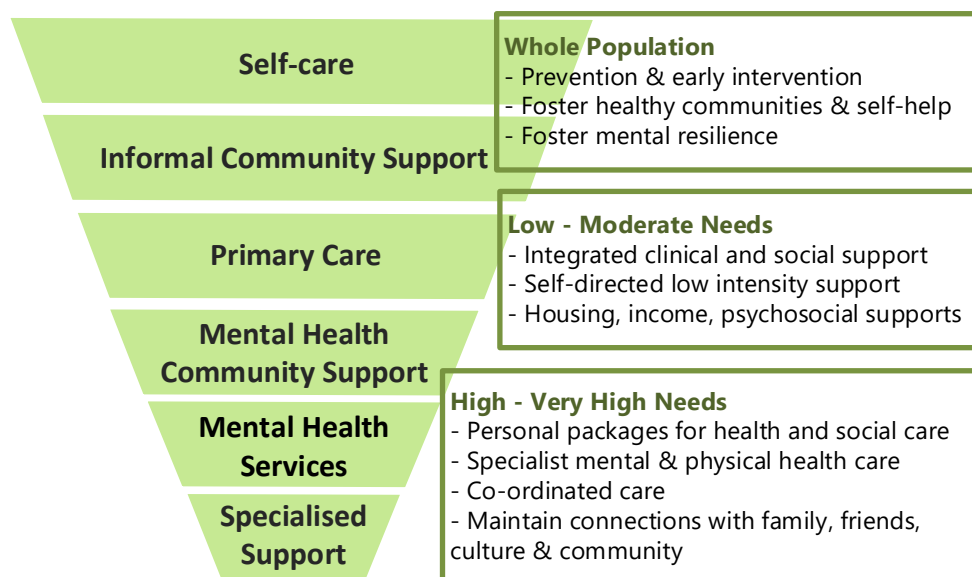
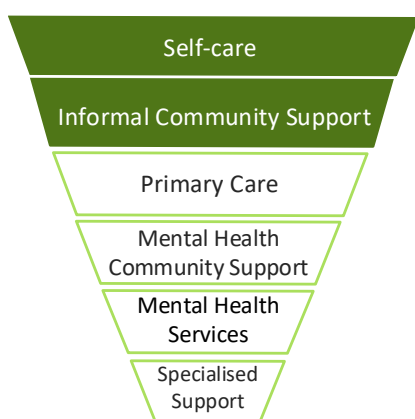


Figure 1: Continuum of mental health supports and services

¹ 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>.

² 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](#)

Grow

Grow is a community-based organisation that has helped thousands of Australians recover from mental illness through a unique program of mutual support and personal development. Grow offer eGrow groups online. The groups meet weekly and are run by seasoned 'Growers' who have taken a voluntary leadership role within the Group.

For more information, contact the Grow Community Centre on 1800 558 268 or go to www.grow.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. 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 an 8-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

Online resources promoting mental health

Online Information & Support

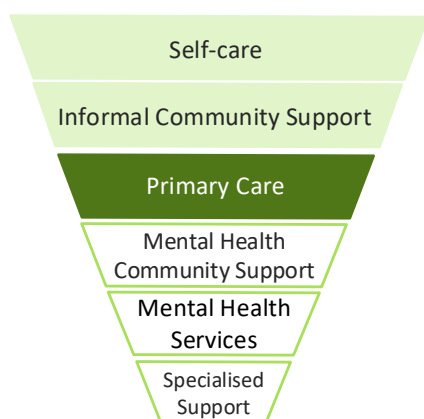
- Beyond Blue www.beyondblue.org.au
 - provides information and advice about depression, anxiety, and suicide
- Black Dog Institute www.blackdoginstitute.org.au
 - provides information on symptoms, treatment and prevention of depression and bipolar disorder
- Head to Health <https://headtohealth.gov.au>
 - A Commonwealth government website that provides access to trusted digital mental health care programs and resources
- SANE Australia www.sane.org
 - SANE Australia provides support, research and advocacy for people affected by complex mental health issues.
- Support after Suicide www.supportaftersuicide.org.au
 - Information, resources, counselling and group support to those bereaved by suicide. Education & professional development to health, welfare and education professionals
- Switchboard www.switchboard.org.au
 - This is a call service is for LGBTIQ+ identifying people and those who have questions or concerns about LGBTIQ+ issues. It is open between 3pm and 12 midnight every day.

Online self-help programs and apps

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.

- Head to Health <https://headtohealth.gov.au>
 - A Commonwealth government website that provides access to trusted digital mental health care programs and resources
- ReachOut.com <https://au.reachout.com>
 - Tools, technology and professional development to teachers and parents who are 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.³

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
- The Black Dog Institute has a factsheet on finding a mental health friendly doctor which is available online at www.blackdoginstitute.org.au - Factsheets

³ Black Dog Institute 2013, 'Consulting a professional', *Black Dog Institute*, accessed 16 September 2020, <<http://www.blackdoginstitute.org.au/public/gettinghelp/consultingaprofessional/index.cfm>>.

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 and social workers. 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.

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 Directory of Counselling Services and Therapists which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Directory of Counselling Services & Therapists](#)

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.
- Louise Boin is a neuropsychologist in Ballarat who provides services in the Wimmera. Louise's contact information is available on her website at www.louiseboin.com.au

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 Directory of Counselling Services and Therapists which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Directory of Counselling Services & Therapists](#)

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 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 Directory of Counselling Services and Therapists which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Directory of Counselling Services & Therapists](#)

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 Directory of Counselling Services and Therapists which is produced and maintained by Wimmera PCP. It is available online at [Wimmera PCP – Directory of Counselling Services & Therapists](#)

Counselling & Psychological Therapy

Grampians Community Health – Counselling

Grampians Community Health offers generalist counselling support to people in the Wimmera and Southern Mallee

→ See [Part 4](#) for service information and contact details (pg. 33)

Goolum Goolum

Wellbeing Workers are available at Goolum Goolum to provide generalist counselling by appointment. Both male and female workers are available.

→ See [Part 4](#) for service information and contact details (p. 31)

Flying Doctor Wellbeing

Flying Doctor Wellbeing is a program offered by the Royal Flying Doctor Service Victoria. It provides access to free mental health and wellbeing services for people living in Edenhope, Harrow, Warracknabeal and Hopetoun.

→ See [Part 4](#) for service information and contact details (p. 41)

Psychological Therapy Services

Psychological Therapy Services are available for people that experience mild to moderate mental illness and those who have attempted, or are at risk of suicide or self-harm. The service provides treatment for people who have barriers accessing mainstream treatment options.

People who have a mild to moderate mental illness, or are at risk of suicide or self-harm can access up to ten sessions with a mental health clinician. A referral, including a mental health treatment plan is required from a GP, Aboriginal Health Practitioner or a Pediatrician.

Services are provided by mental health clinicians including: psychologists, accredited mental health social workers, occupational therapists, and mental health nurses who use evidence based, short-term psychological interventions.

These services are funded by the Commonwealth Government and have been commissioned by Western Victoria Primary Health Network (PHN).

→ A GP referral is required for these services. See [Part 4](#) for service information and contact details (pg. 38)

Uniting Wimmera – Generalist Counselling

Uniting Wimmera provides a counselling service for children under 18 years or for adults caring for children. Counselling seeks to help clients understand and cope with difficult issues and develop solutions to make positive improvements to their lives.

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

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:⁴

- [Carer Gateway Counselling Service](#) can provide on demand and short-term counselling that will mainly focus on issues related to the caring role
- [ehelpspace](#) 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 to men through six follow-up telephone counselling sessions with the same counsellor
- [Partners in Wellbeing](#) - aims to provide support for your mental health and wellbeing during the Coronavirus pandemic and beyond.
- [Relationships Australia Victoria](#) offers telephone relationship counselling (Fees apply)
- [Relationships Australia Victoria Online Counselling Service](#) – provides real-time help for challenges through typed, text-based chat messages with professional counsellors (Fees do apply).
- [SANE Australia](#) provides peers support, counselling, support, information and referrals to adults who identify as having a complex mental health issue, complex trauma or high levels of psychological distress. They also provide support to family or friends that care about them.
- [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

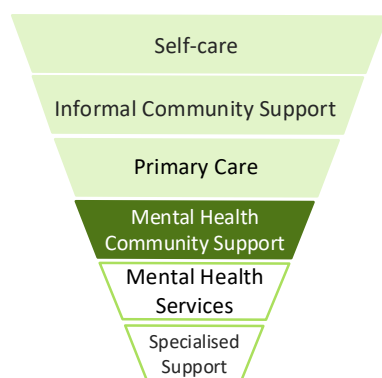
Examples of E-Therapy include:⁵

- [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
- [Mood-GYM](#) - a free self-help program to teach CBT skills to people vulnerable to depression and anxiety
- [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

⁴ Please note: – this is a selection of services that was accessed 31 August 2020

⁵ Please Note – this is a selection of programs that was accessed 31 August 2020

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.

Connecting2Community

Connecting2Community pairs people who have a mental health issue with a peer worker who has lived-experience of a mental health issue.

Connecting2Community offers a six session goal focused program and the opportunity to engage with a weekly group program.

The program is open to people who are not currently participating in the NDIS or are eligible for NDIS but are waiting for their plan to begin.

→ See [Part 4](#) for service information and contact details (pg. 32)

Uniting Wimmera

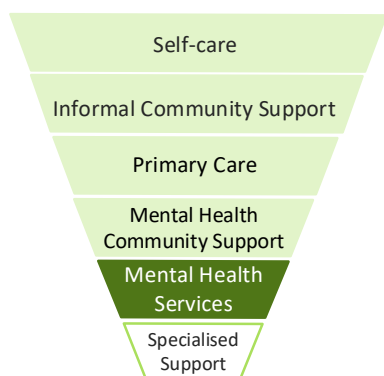
Uniting Wimmera offers two community mental health programs. **Early Intervention Psychosocial Support** supports people who are also receiving clinical support from Ballarat Health Services Mental Health Services. The program provides individual support and group activities.

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

Mental Health Support for NDIS participants provides Individual Support, group options and a psychosocial recovery coach for people who have funding under Increased social and community participation in their NDIS plan.

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

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 three community services teams:

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

There are clinicians from each of the three 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:

- **Adult Acute unit** that provides management and treatment during an acute phase of mental illness (23 beds)
- **Aged acute unit - Steele Haughton Unit** that provides management and treatment during an acute phase of mental illness for clients aged 65 years and over (10 beds)
- **High level residential care facility** which provides respite care and treatment for residents aged 65 years and over who have a severe mental illness (20 beds)
- **Grampians Prevention & Recovery Care Centre (PARC)** – is a step between community-based care and hospital care for those whose mental health is deteriorating, or after discharge from hospital before patients are able to fully re-engage in the community (12 beds)
- **Secure Extended Care unit** 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.

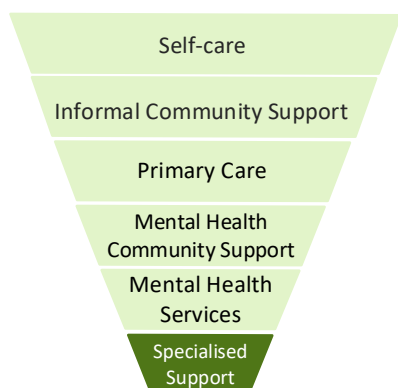
There is a private psychiatrist who visits Horsham. Dr Ramesh Chandra is based at the Mair St Clinic in Ballarat and visits Lister House on the second and fourth Saturday of the month. A GP referral is required to see Dr Chandra and in September 2020 the waiting period was 3-4 months.

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.

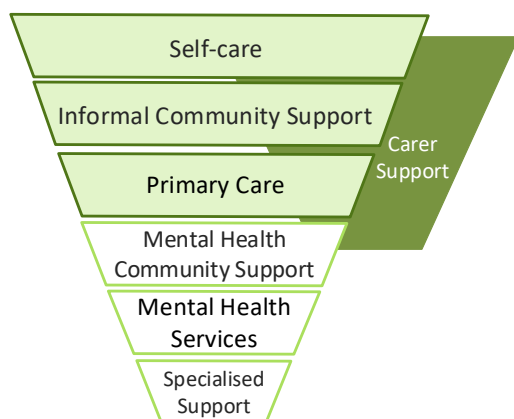
- **Refugee Mental Health Services**

- 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

Support for Carers

The Wimmera Health Care Group – Community Options has a Support for Carers program that includes carers of people with a mental health issue.

→ See [Part 4](#) for service information and contact details (p. 57)

Carer Support Group

Uniting Wimmera has a Carers Support Group for carers of a person with a psychosocial disability.

→ See [Part 4](#) for service information and contact details (pg. 46)

Telephone based counselling

- [Carer Gateway Counselling Service](#) – 1800 422 737 - can provide on demand and short-term counselling that will focus mainly 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 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 not generally 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, seven 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.

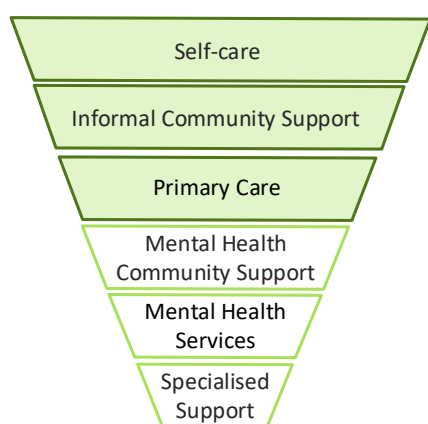
If the concern is assessed as a mental health issue and required urgent attention, a mental health clinic will see the person within two hours. If the issue isn't assessed as urgent, the person will be directed to their GP or an appointment with a mental health clinician will be made.

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
- GP
- Social Worker
- Counselling

headspace Horsham provides a free and confidential mental health and wellbeing services specially for young people aged 12 – 25 years.

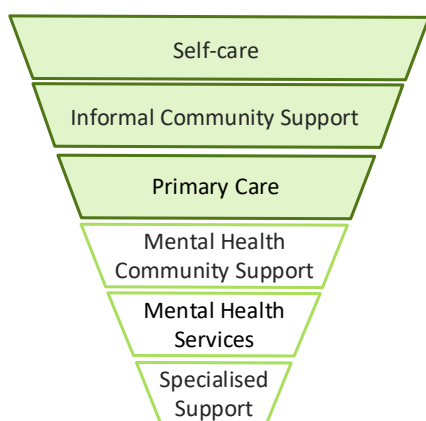
→ See [Part 4](#) for service information and contact details (pg. 36)

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
- Family violence
- 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. An example of this type of service is the [Uniting Wimmera Brief Mental Health Support COVID-19 Related](#) which is anticipated to be funded for 12 months.

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.

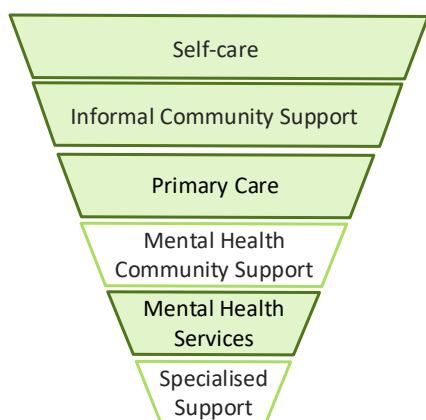
Like any other illness, a good place to start is by going to a GP. However, there are other services and supports that can assist a person to find the help they need:

- Bush Nursing Centre /Community Nurse
- Social Worker
- Rural Outreach Team

The Rural Outreach Team provides support to people that are having a tough time and assists them to find the mental health service that best meet their needs.

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

Mild to moderate mental illness



A mild to moderate mental illness, sometimes known as a high prevalence mental illness, 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:

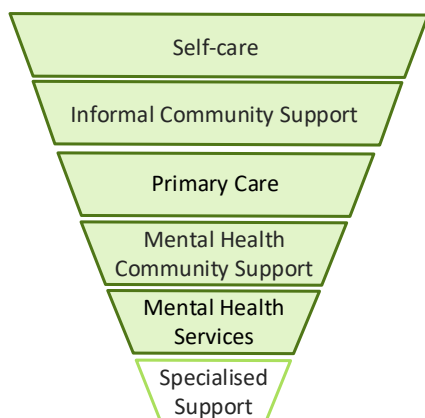
- Counselling
- Psychological Therapy Services
- Social Work
- Perinatal support (Child & Maternal Health)

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.⁶

There are three programs that are funded to support people with a psychosocial impairment or disability. They are [Connecting2Community](#) at Grampians Community Health and the Uniting Wimmera Programs, [Early Intervention Psychosocial Support](#) and [Mental Health Support for NDIS participants](#).

Complex issues associated with mental health

Western Victoria PHN funds **Services and Treatment for Enduring and Persistent Mental Illness (STEPMI)** which provides clinical coordination to people who have severe and complex mental illness. The program is currently being tendered and the provider should be announced in late 2020.

⁶ Mental Health Australia 2014, 'Getting the NDIS right for people with psychosocial disability', *Mental Health Australia*, accessed 16 September 2020, < <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 can be printed off and given to individuals and 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:

- A 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

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

Lifeline: 13 11 14

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

www.lifeline.org.au

Mensline Australia: 1300 789978

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

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–9am weekdays, and throughout weekends and public holidays. During business hours the call is directed to the nearest Centre Against Sexual Assault.

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 for 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

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 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 [Psychological Therapy Services](#).

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 a series of questions about their situation 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 [Uniting Wimmera](#) 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.

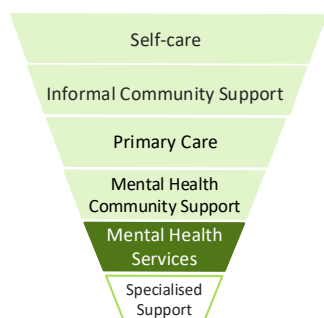
PART 4: SERVICE INFORMATION

Organisation	Program	Address	Phone	Email	Areas Served	Pg.
Ballarat Health Services	Mental Health Services	Federation House, 3 Robinson Street, Horsham	1300 247 647 5362 1300		ALL	27
Edenhope & District Memorial Hospital	Social Work & Counselling	128 Elizabeth Street, Edenhope	5585 9800	info@edmh.org.au	W	29
Edenhope & District Memorial Hospital	Rural Outreach Program	128 Elizabeth Street Edenhope	1300 688 732	info@ruraloutreach.org.au	ALL	30
Goolum Goolum	Wellbeing Workers	43 Hamilton Street, Horsham	5381 6330	reception@goolumgoolum.org.au	ALL	31
Grampians Community Health	Connecting 2 Community	70-72 Hamilton Street, Horsham	5358 7400	gch@gch.org.au	ALL	32
Grampians Community Health	Counselling	70-72 Hamilton Street, Horsham	5358 7400	gch@gch.org.au	ALL	33
Harrow Bush Nursing Centre		24 Blair Street, Harrow	5588 2000	operationsadmin@hbnc.org.au	W	35
headspace Horsham	Youth counselling	77 Hamilton Street, Horsham	5381 1543	info@headspacehorsham.org.au	ALL	36
Psychological Therapy Services			1300 221 493	referralpoint@westvicphn.com.au	ALL	38
Rural Northwest Health	Social Work & Counselling	18 Dimboola Road Warracknabeal	5396 1200	reception@rnw.net.au	Y	40
The Royal Flying Doctor Service Victoria	Flying Doctor Wellbeing	Level 1, 345 Bridge Road, Richmond	8412 0480	wellbeing@rfdsvic.com.au	W Y	41
The Sexual Assault & Family Violence (SAFV) Centre		25 Roberts Avenue, Horsham	5381 1211	wimmera@safvcentre.org.au	ALL	43
Uniting Wimmera	Brief Mental Health Support COVID-19 Related	185 Ballie Street, Horsham	5362 4000	wimmeramentalhealth@vt.uniting.org	ALL	45
Uniting Wimmera	Carers Support Group	185 Ballie Street, Horsham	5362 4000	wimmeramentalhealth@vt.uniting.org	ALL	46
Uniting Wimmera	Early Intervention Psychosocial Support	185 Ballie Street, Horsham	5362 4000	wimmeramentalhealth@vt.uniting.org	ALL	47

Organisation	Program	Address	Phone	Email	Areas Serviced	Pg.
Uniting Wimmera	Generalist Counselling	185 Ballie Street, Horsham	5362 4000	wimmera.info@vt.uniting.org	ALL	49
Uniting Wimmera	Mental health Support for NDIS Participants	185 Ballie Street, Horsham	5362 4000	wimmeramentalhealth@vt.uniting.org	ALL	51
Wellways	HOPE Program	53 Humffray St North, Ballarat	4333 0251	enquiries@wellways.org	ALL	53
West Wimmera Health Service	Social Work	49 Nelson Street Nhill	5391 4267	intake@wwhs.net.au	H HR W Y	54
Wimmera Health Care Group	Generalist Counselling & Social Work	83 Ballie Street, Horsham	5381 9333	info@whcg.org.au	HR H	55
Wimmera Health Care Group Community Options	Support for Carers	Level 1, 185 Ballie Street, Horsham	5381 9336	wcoadmin@whcg.org.au	ALL	57
Woomelang Bush Nursing Centre		16 Proctor Street Woomelang	5081 2165	admin@wbnc.org.au	Y	59

ALL – Wimmera & Southern Mallee 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 3400

Tel: 03 5362 1300 or 1300 247 647

Fax: 03 53 621 399

Website: www.bhs.org.au

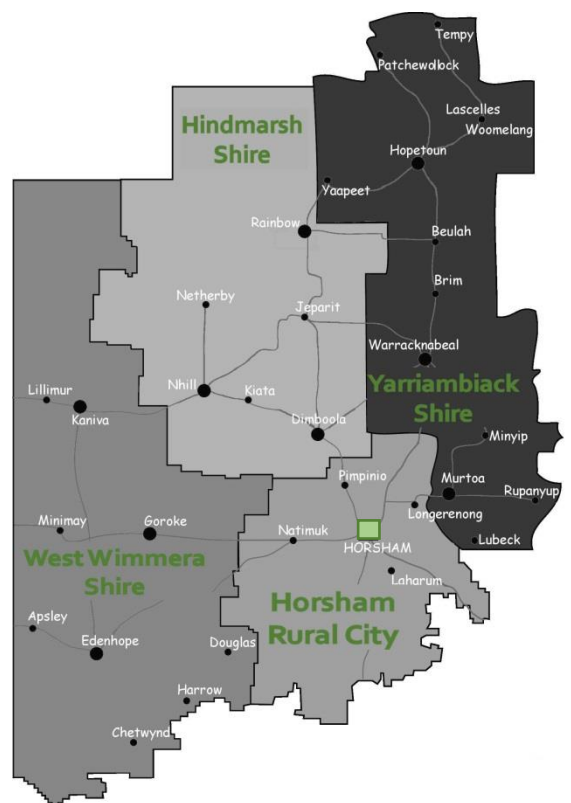
BHS Horsham Community Mental Health Services Teams:

- Adult Community Mental Health Services (15 – 64 years)
- Aged Community Mental Health Services (65+ years)
- Infant and Child Community Health Services (0-14 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.

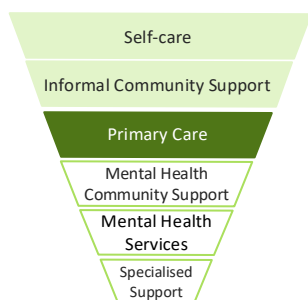
Funding	State funding
Who can use this service?	Children and adults living in the Wimmera and Southern Mallee
Referral & Assessment	<ul style="list-style-type: none"> • Anyone can make a referral for themselves or someone they are concerned about. • Anyone can contact Ballarat Health Service Mental Health Service if they are worried about their own changes in mood, ideas or behaviour, or someone else living in the region. • Tel: or 03 5362 1300 (Office hours only).
Seeking Support (Intake)	<ul style="list-style-type: none"> • Contact the service on 1300 247 647 (24 hours) • 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 • 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 • 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

What to expect (initial contact)	<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 – The duty worker will arrange appropriate follow up with the client, which may include direction to a local hospital. 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.</p>
Waiting Period	Up to 7 days (non-urgent)
Cost	No Charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Other areas services	<ul style="list-style-type: none"> • Teams are located in other centres in the Grampians Region
Locations	<ul style="list-style-type: none"> • Centre based • Home visits or in the community
Telehealth Facilities	<ul style="list-style-type: none"> • The agency will do telephone appointments • The agency uses web based video programs (Health Direct)



Key:	
■	Main site/centre
●	Outreach location

EDENHOPE & DISTRICT MEMORIAL HOSPITAL SOCIAL WORK & COUNSELLING



128 -134 Elizabeth St, Edenhope 3318

Tel: 03 5585 9800

Website: www.edmh.org.au

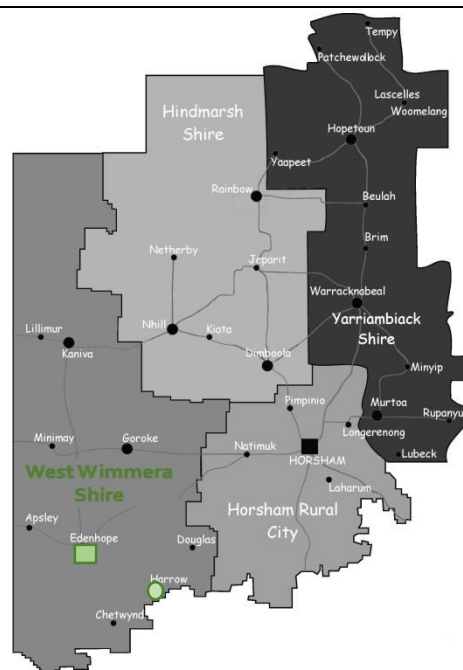
Email: info@edmh.org.au



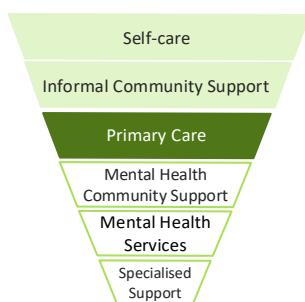
The aim of the Social Worker is to assist people improve their quality of life. At some point, everyone is faced with a stressful, life-changing event in their life and for some people assistance from a Social Worker helps them deal with issues. Social Workers assist people by listening non-judgementally, 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, couples and families
- Advocacy – access and negotiate other services, representation on the person's behalf
- Referrals – Housing, legal and emergency support services

Funding	State funding
Who can use this service?	People living in the West Wimmera Shire
Referral & Assessment	Although no referral is required, people can be referred through any government or not-for-profit agencies. For example – your local GP, outreach programs and community services
Seeking Support (Intake)	<ul style="list-style-type: none"> • Contact the hospital on 03 5585 9800 or Social Work directly on 5585 9832
What to expect (initial contact)	An initial appointment, either directly with the client or via the referral source
Waiting Period	1 to 2 weeks
Cost	No Charge
Areas covered	<ul style="list-style-type: none"> • West Wimmera
Locations	<ul style="list-style-type: none"> • Centre based - Edenhope • Home visits or in the community • Outreach locations
Outreach sites	<ul style="list-style-type: none"> • Harrow – on a needs basis
Telehealth Facilities	<ul style="list-style-type: none"> • The agency can arrange access to web based programs (e.g. Zoom)



EDENHOPE & DISTRICT MEMORIAL HOSPITAL RURAL OUTREACH PROGRAM



128 -134 Elizabeth St, Edenhope 3318

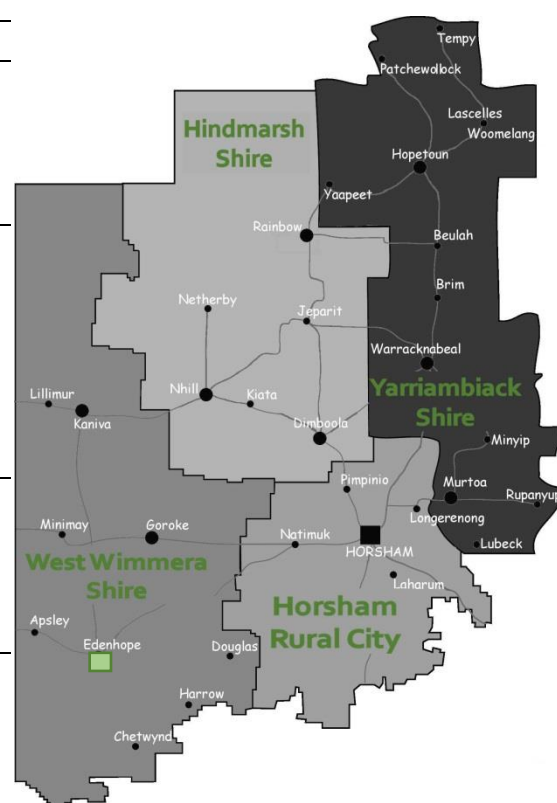
Tel: 1300 688 732

Website: www.ruraloutreach.org.au

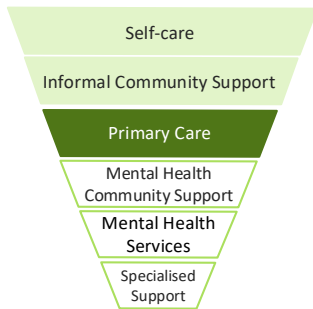
Email: info@ruraloutreach.org.au

Free non-emergency/urgent support service to community members when times are tough to provide assistance in the navigation of the mental health system to get to the right care. The Rural Outreach workers will see people in their homes, workplace or other preferred venue or via phone or zoom, skype, facetime etc. Due to Covid-19 face to face visits have been affected and preferred method is phone or facetime etc.

Funding	State & Commonwealth funding
Who can use this service?	Community Members in Horsham Rural City, West Wimmera Shire, Yarriambiack Shire, and Hindmarsh Shire.
Referral & Assessment	No referral required
Seeking Support (Intake)	Contact the program on 1300 688 732
What to expect (initial contact)	The community member will be contacted by telephone within 3 - 5 working days
Waiting Period	No waiting time
Cost	No charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	The Rural Outreach team will travel to the consumer Monday to Friday 9-5pm as required. However due to Covid-19 face to face visits have been suspended and now occur via telephone or facetime etc
Other Service Areas	The Rural Outreach Program will support people from other areas such as family or friends who have returned to the region within their capacity.
Telehealth Facilities	<ul style="list-style-type: none"> • The agency will do telephone appointments • The agency uses web-based video programs (Facetime, Zoom)



GOOLUM GOOLUM ABORIGINAL COOPERATIVE WELLBEING WORKERS



43 Hamilton Street, Horsham 3400

Tel: 03 5381 6330

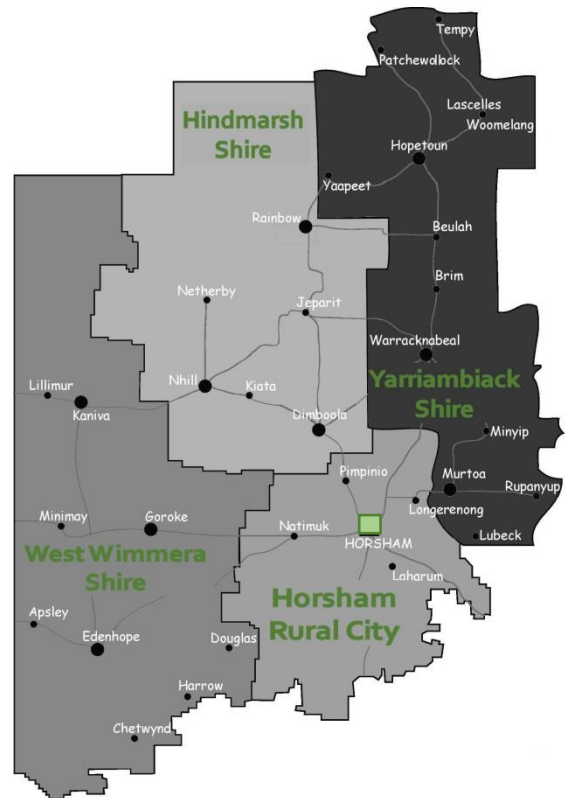
Fax: 03 5381 1563

Website: www.goolumgoolum.org.au

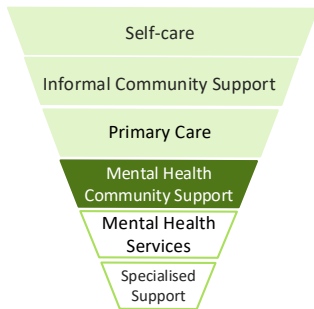
Email: reception@goolumgoolum.org.au

Wellbeing Workers are available provide generalist counselling by appointment. Both male and female workers are available.

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



GRAMPIANS COMMUNITY HEALTH CONNECTING 2 COMMUNITY



70-72 Hamilton St, Horsham 3400
(entry via Darlot St)

Tel: 03 5358 7400

Website: <https://gch.org.au>

Email: gch@gch.org.au

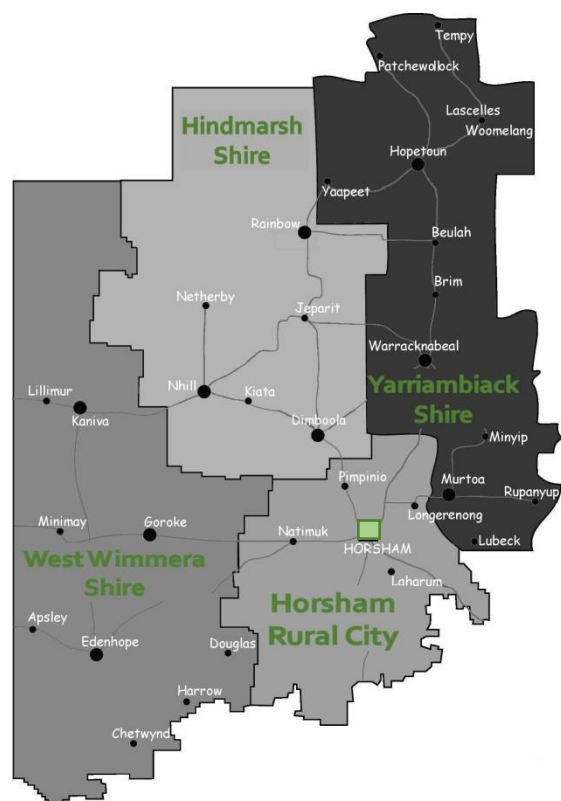


Individual support and group programs for goal orientated people with a diagnosed mental health illness.

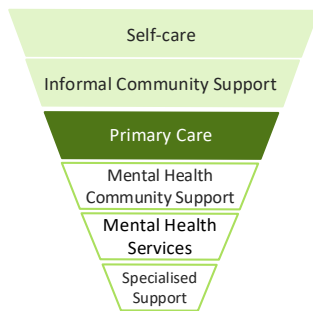
Participants in the program are eligible for 6 sessions.

The program is designed to assist people who are not eligible for NDIS to achieve their goals.

Funding	Commonwealth funding
Who can use this service?	People aged 18-65 years who do not have an NDIS plan
Referral & Assessment	Referral will be sent via GCH intake to the PHN Bridge via Ballarat Community Health.
Seeking Support (Intake)	Call GCH Intake on 5358 7400
What to expect (initial contact)	A Peer Worker will contact the participant via phone once the referral is received.
Waiting Period	3-4 weeks
Cost	No charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Other Service Areas	Northern Grampians Shire & Ararat Rural City
Locations	<ul style="list-style-type: none"> • Centre based – Horsham • Community locations
Telehealth Facilities	<ul style="list-style-type: none"> • The agency will do telephone appointments • The agency uses web-based video programs (Teams)



GRAMPIANS COMMUNITY HEALTH COUNSELLING



70-72 Hamilton St, Horsham 3400

(entry via Darlot St)

Tel: 03 5358 7400

Website: <https://gch.org.au>

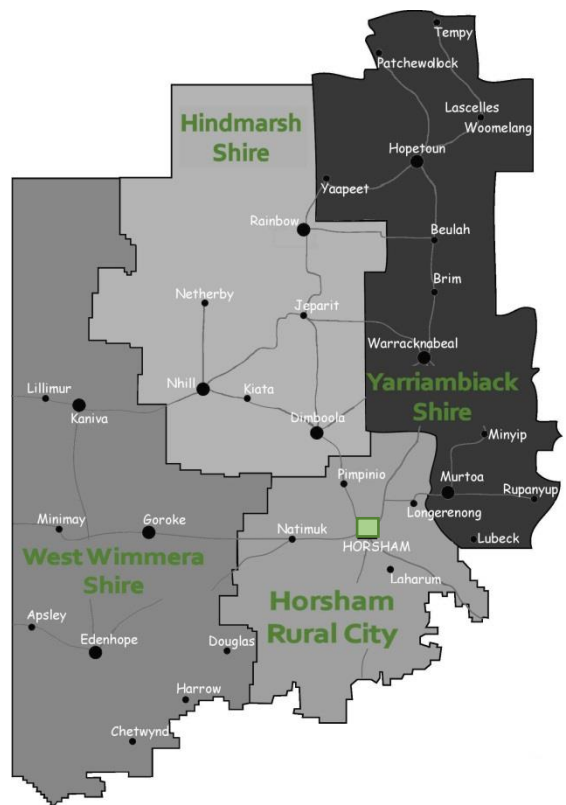
Email: gch@gch.org.au



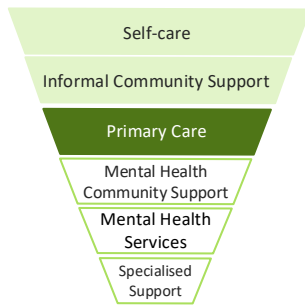
Counselling provides an opportunity to talk about something in your life that's troubling you

Funding	State funding
Who can use this service?	<ul style="list-style-type: none"> • People who are 18 years or over
Referral & Assessment	No formal referral required
Seeking Support (Intake)	Contact GCH Intake on 03 5358 7400 between 9am – 5pm weekdays
What to expect (initial contact)	<ul style="list-style-type: none"> • The intake team worker will speak with the person about their current situation and needs and refer them to the most appropriate supports. • The intake worker will make a referral to the healthy lifestyles counselling team allocation worker. In times of high demand, a letter advising the person that they are on a waiting list for counselling may be sent. • Once a space becomes available the allocated counsellor will contact the person to arrange an appointment. • The person may have up to 8-10 counselling sessions – additional sessions will be considered if the need is identified. • Face-to-face service from offices in Horsham, Stawell, and Ararat.
Waiting Period	4 – 6 weeks (July 2020)
Cost	No Charge

Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Other Service Areas	Northern Grampians Shire & Ararat Rural City
Locations	Centre based – Horsham
Telehealth	<ul style="list-style-type: none"> • Phone consultations are available if the person is unable to access the office. • Video counselling (Teams) is available



HARROW BUSH NURSING CENTRE



24 Blair St Harrow 3317

Tel: 03 5588 2000

Fax: 03 5588 1300

Website: www.hbnc.org.au

Email: 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: Social Work (Edenhope Hospital); Psychologist – (Royal Flying Doctors Service); Allied Health – see website/newsletter for frequency

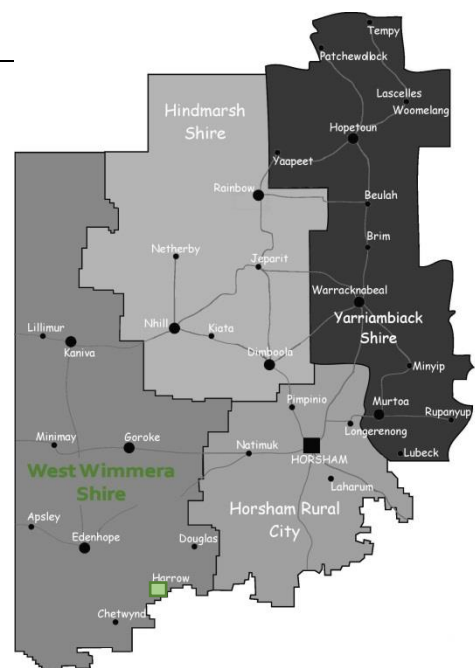
Referral: Respite; Counselling services; Shire home help

Groups: Exercises classes

Co-located service: Harrow Neighbourhood House & Harrow Men's Shed

Other: Accredited to provide the sustainable farmers program

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



HEADSPACE HORSHAM

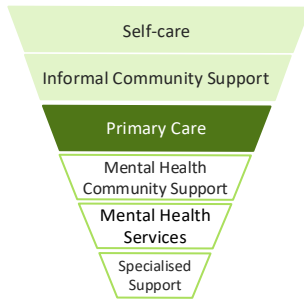
77 Hamilton Street, Horsham 3400

Tel: 03 5381 1543

Fax: 03 6382 7254

Website: www.headspace.org.au/headspace-centres/horsham

Email: info@headspacehorsham.org.au



headspace Horsham is a free and confidential mental health and wellbeing service for people aged 12 – 25 years.

headspace Horsham can help if a young person is feeling sad, angry or anxious, being bullied or harassed, needs physical or sexual health advice, support with alcohol or drugs, having sleep issues, thoughts of self-harm or suicide, relationship issues or would like help with employment or education options.

headspace Horsham can provide information and support for the families and friends of young people. headspace Horsham is a safe space for all young people who are seeking support with mental, physical, sexual or emotional wellbeing.

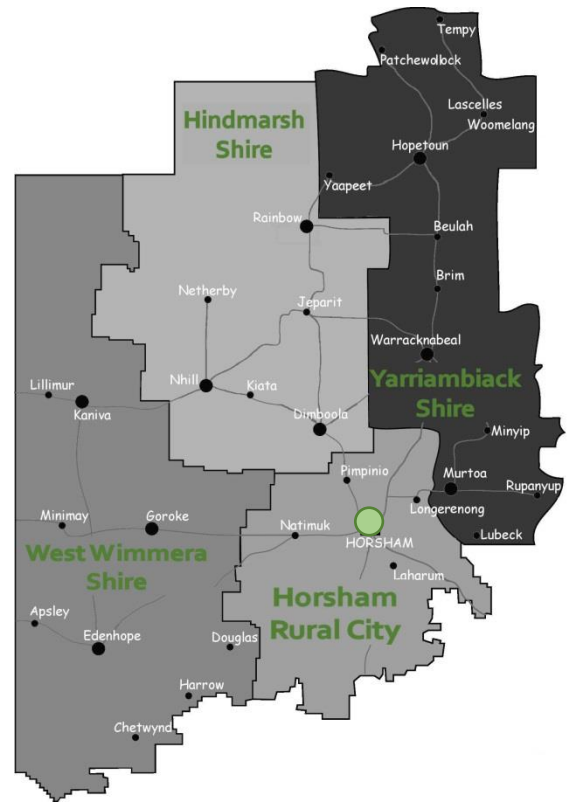
Funding	Commonwealth funding
Who can use this service?	Any young person aged between 12 – 25 years
Referral & Assessment	<p>headspace Horsham has a referral form available online or in the centre. Referrals can be made by the young person for themselves or by anyone, such as a friend, family member, teacher, doctor or welfare worker with the consent of the young person.</p> <p>We encourage young people or adults who are considering a referral to headspace Horsham to give us a call and discuss how we can help.</p>
Seeking Support (Intake)	When a referral has been received, the young person will be contacted to make an appointment time for an initial assessment. Each time a young person visits headspace for a session, they will complete a short survey prior to the session, before seeing their clinician.
Waiting Period	Varies – popular appointment times (eg. 4pm) may have to be booked 2-3 weeks in advance
Cost	No charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • All clinical services are centre based • Support can be in person, via phone, email or video

Outreach Sites

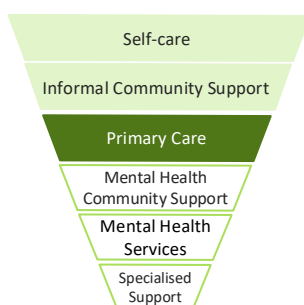
headspace Horsham has a Community Development and Youth Engagement worker who will do outreach work across the four LGAs, attending events and visiting schools, sporting clubs and community groups

Telehealth Facilities

- Telehealth facilities are available through eheadspace at www.headspace.org.au
- Limited telehealth services are available from headspace Horsham



PSYCHOLOGICAL THERAPY SERVICES



Website: www.westvicphn.com.au
 Email: referralpoint@westvicphn.com.au



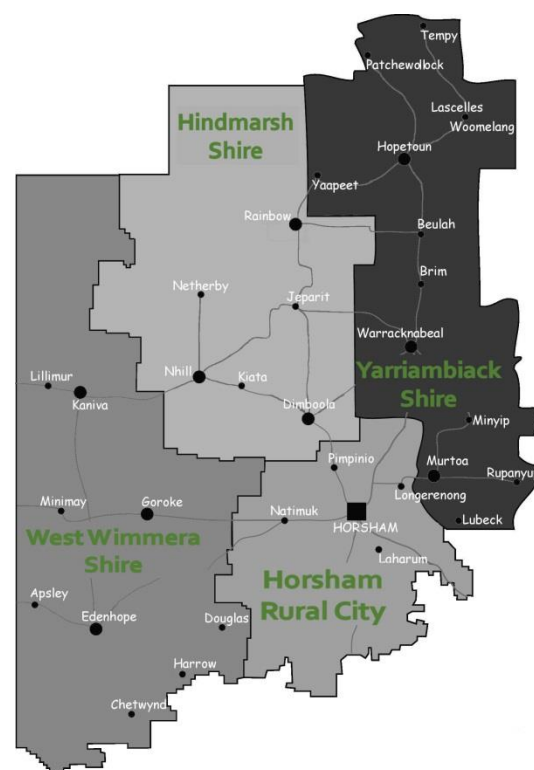
Psychological Therapy Services are available for people that experience mild to moderate mental illness and those who have attempted, or are at risk of suicide or self-harm. The service provides treatment for people who have barriers accessing mainstream treatment options.

People who have a mild to moderate mental illness, or are at risk of suicide or self-harm can access up to ten sessions with a mental health clinicians including: psychologists, accredited mental health social workers, occupational therapists, and mental health nurses. The service provides evidence based, short-term psychological interventions. For more information see the [GP Factsheet](#).

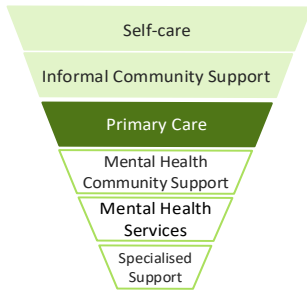
These services have been commissioned by Western Victoria Primary Health Network (PHN).

Funding	Commonwealth funding
Who can use this service?	<ul style="list-style-type: none"> • Category A (General) – Individuals over 12 years with a diagnosable mild to moderate mental illness • Category B (Children) – Children up to 12 years with, or at risk of developing a mental illness • Category C (Suicide Prevention) – people who have attempted, or at risk of suicide or self-harm
Referral & Assessment	A referral from a GP, Aboriginal or Torres Strait Islander Practitioner or Paediatrician is required
Seeking Support	Referrals are made to Western Victoria PHN's Referral Point.
Eligibility for service	<p>A Health Care card / Concession card is required to access this service. People who do not hold a concession card can access MBS subsidised services, unless other vulnerable group criteria applies. Vulnerable groups eligible for this program are:</p> <ul style="list-style-type: none"> • People experiencing severe and complex mental illness • People who have attempted, or who are at risk of suicide or self-harm • Children under the age of 12 years • People experiencing, or at risk of, homelessness • Women experiencing perinatal depression • People from culturally and linguistically diverse (CALD) backgrounds • People who identify as lesbian, gay, bisexual, transgender or intersex (LGBTI) • People with intellectual disability and co-occurring mental illness • Population groups including Aboriginal and Torres Strait Islander people, young people and people with mental illness in Residential Aged Care Facilities.

	<ul style="list-style-type: none"> • People in rural and remote communities
What to expect (initial contact)	<p>Once the referral is received:</p> <ul style="list-style-type: none"> • Referral Point staff will facilitate access to the most appropriate allied health clinician. The clinician will contact the person (client) within 5 working days to arrange an appointment • If the referral is for suicide prevention, the person will be given a meaningful clinical contact (not necessarily face to face) within 72 of the referral being accepted by a contracted health clinician. • General and Child referrals allocate Ten sessions, which are available for one year from the date of referral. • Suicide Prevention referrals allocate ten sessions over 8 weeks from referral.
What to expect continued	<ul style="list-style-type: none"> • A client can have two referrals to the Suicide Prevention Program before a clinical review will be conducted and an alternative program considered for the client. • General and Suicide Prevention referrals are independent of each other. Accessing the Suicide Prevention Program does not prevent access to the General Program at a later date.
Waiting Period	<p>Wait periods vary, for example if the client wishes to see a particular clinician, this may involve waiting for a space on their caseload, however Referralpoint places clients with clinicians with availability where possible.</p> <ul style="list-style-type: none"> • There are currently no wait times to access these services in the Wimmera Grampians area.
Cost	No charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Other Service Areas	Western Victoria PHN region
Locations	<ul style="list-style-type: none"> • Currently home visits are not available. • Telephone and telehealth consultation is available where agreed by all parties.



RURAL NORTHWEST HEALTH SOCIAL WORK & COUNSELLING



28 Dimboola Road, Warracknabeal 3393

Tel: 03 5396 1200

Fax: 03 5396 1207

Website: www.rnh.net.au

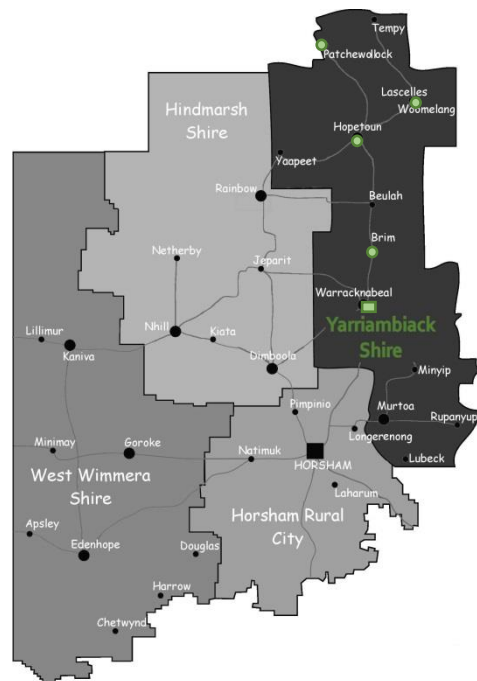
Email: reception@rnh.net.au



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.

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



THE ROYAL FLYING DOCTOR SERVICE VICTORIA FLYING DOCTOR WELLBEING

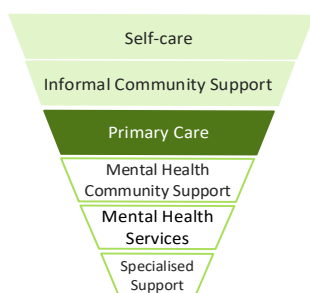
Level 1, 345 Bridge Rd, Richmond 3121

Tel: 03 8412 0480

Fax: 03 9429 8311

Website: www.flyingdoctor.org.au/vic/our-services/wellbeing/

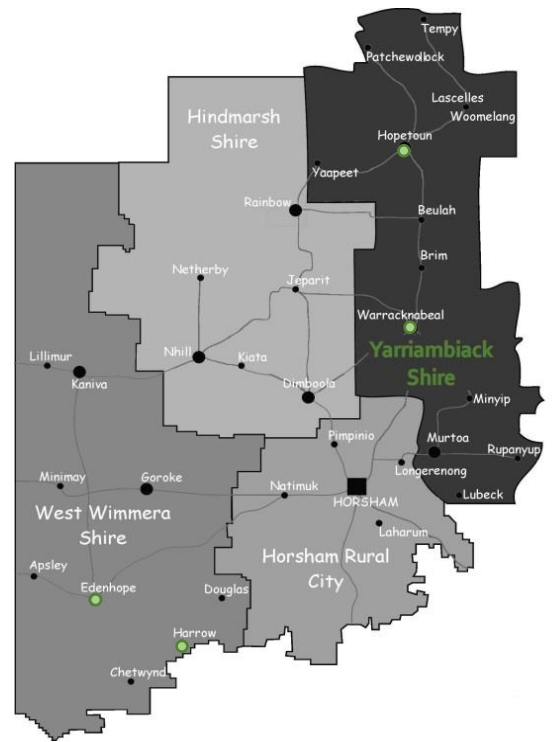
Email: wellbeing@rfdsvic.com.au



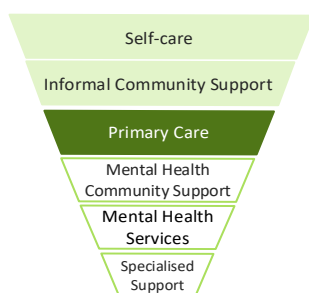
A free and confidential mental health service for rural and remote Victorians with low to moderate mental health concerns. Appointments are available face-to-face, and via phone or video.

Funding	Commonwealth funding
Who can use this service?	<ul style="list-style-type: none"> • Aged 18 years and over • Experiencing low to moderate mental health concerns • Live or work within one of our service locations – Edenhope, Harrow, Warracknabeal, and Hopetoun. <p>Clients who are in crisis or experiencing severe and/or complex mental health conditions are <u>not suitable</u> for this service.</p>
Referral & Assessment	<ul style="list-style-type: none"> • Clients can self-refer: <ul style="list-style-type: none"> - Telephone: 03 8412 0480 - Email: wellbeing@rfdsvic.com.au • Referrals from GPs or other health professional: <ul style="list-style-type: none"> - Telephone: (03) 8412 0480 - Fax 03 9429 8311 <p>Email referrals are not accepted from health professionals.</p> <p>Clients do not require a GP referral or Mental Health Plan to access this service.</p>
Seeking Support (Intake)	<ol style="list-style-type: none"> 1. Clients will be contacted by a member of the Wellbeing team within 48 hours of receiving the referral. 2. A telephone intake appointment will be organised (usually within 7 days of referral). 3. The intake clinician will conduct an initial assessment of the client to determine client goals and if the service is appropriate for the client's level of need. 4. If client is suitable for our service they will be booked in for another appointment or placed on the wait list if services are not immediately available 5. If the client is not suitable for the service, the clinician will facilitate a referral into a more appropriate service based on the client's needs.
Waiting Period	6-8 weeks
Cost	No charge

Areas covered	<ul style="list-style-type: none"> • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • Rural Northwest Health Warracknabeal – weekly • Rural Northwest Health Hopetoun – fortnightly • Edenhope District & Memorial Hospital – fortnightly • Harrow Bush Nursing Centre - fortnightly
Other Service Areas	Gippsland, Boort (Loddon Campaspe), Heywood (Glenelg Shire), Halls Gap
Telehealth Facilities	<ul style="list-style-type: none"> • Phone consultations are available • Video counselling is available. RFDS uses a secure telehealth system that makes use of the BlueJeans application. Clients can access their telehealth appointments at home or at a host site.



THE SEXUAL ASSAULT & FAMILY VIOLENCE CENTRE



25 Roberts Ave, Horsham 3400

Tel: 03 5381 1211

Web: www.safvcentre.org.au

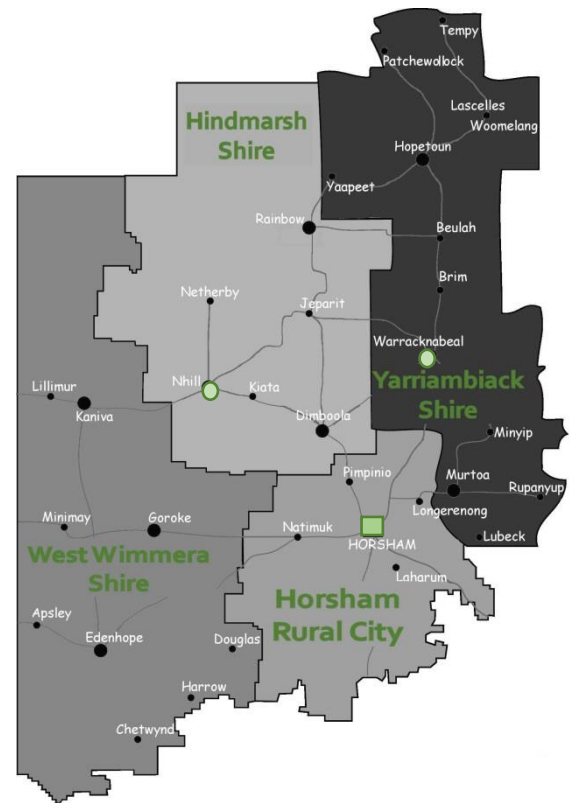
Email: wimmera@safvcentre.org.au

The Sexual Assault & Family Violence (SAFV) Centre in Horsham provides free and confidential trauma-informed counselling for adults, young people and children who have experienced sexual assault and for women, children and young people who have experienced family violence. We offer counselling support for family members, carers and friends of people impacted by sexual assault and family violence.

Therapeutic counselling and support is available for people up to the age of 18 years who display problem or sexually abusive behaviours.

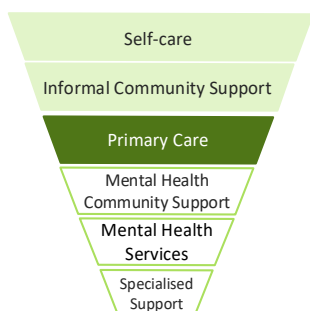
Funding	State funding
Who can use this service?	<p>People who have experienced sexual assault and or family violence either recently, or in the past. They also support non-offending partners, parents, family and friends.</p> <p>Offenders are not eligible for this service.</p>
Referral & Assessment	No referral required
Seeking Support (Intake)	<ul style="list-style-type: none"> • Contact The Sexual Assault & Family Violence Centre (The SAFV Centre) - Wimmera directly on 03 5381 1211 during business hours Mon-Friday 9am-5pm OR • After Hours crisis support The Sexual Assault Crisis Line 1800 806 292. During business hours the call will be diverted to the nearest Centre Against Sexual Assault (CASA) including the SAFV Centre
What to expect (initial contact)	<ul style="list-style-type: none"> • 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 • If after hours or weekends, ring The Sexual Assault Crisis Line 1800 806 292 for crisis support, counselling and referral or Police 000 • For all other referrals, after initial contact is made an Intake appointment will be arranged with a Counsellor Advocate
Waiting Period	4-6 weeks
Cost	No charge

Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Other areas services	<ul style="list-style-type: none"> • Northern Grampians Shire • Southern Grampians Shire
Locations	<ul style="list-style-type: none"> • Centre based - Horsham • Community based outreach
Outreach sites	<p>Outreach locations for SAFV Centre Wimmera are:</p> <ul style="list-style-type: none"> • Stawell, Warracknabeal, Nhill, St Arnaud, Hamilton and co-located at headspace Horsham <p>All appointments must be arranged by contacting The SAFV Centre Horsham office 03 5381 1211</p>
Telehealth Facilities	<ul style="list-style-type: none"> • Telephone counselling is available • The SAFV Centre can provide a safe online counselling platform which can be arranged at time of contact



UNITING WIMMERA

BRIEF MENTAL HEALTH SUPPORT – COVID 19 RELATED



185 Baillie Street Horsham 3400

Tel: 03 5362 4000

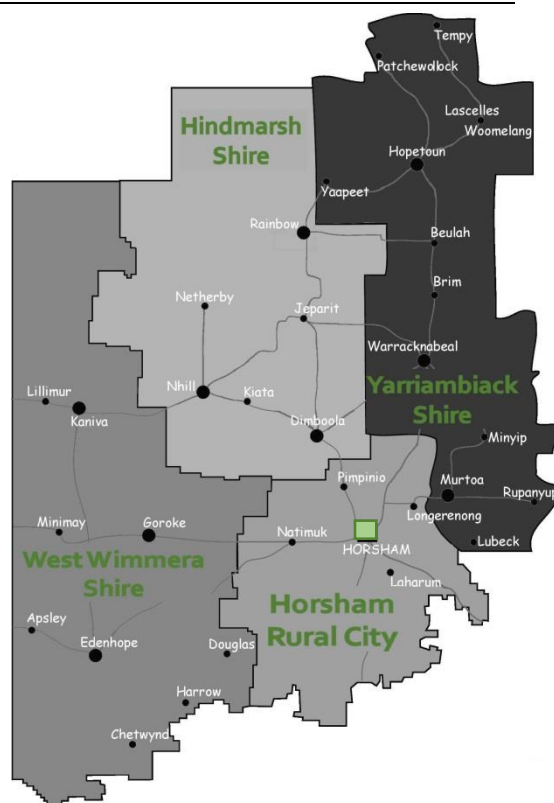
Website: www.unitingvictas.org.au/locations/uniting-wimmera/

Email: wimmeramentalhealth@vt.uniting.org



Brief Mental Health Support available for people in the community experiencing a decline in their mental health as a direct result from the impact of COVID 19, or for those who are experiencing an increase in mental health conditions due to the impact of COVID 19 . The program is anticipated to run for 12 months (till July 2021).

Funding	State funding
Who can use this service?	People aged 18 years and over who are experiencing a decline in their mental health due to COVID 19
Referral & Assessment	Self-referrals and external referrals welcome
Seeking Support (Intake)	Contact the Uniting Wimmera Intake Team. <ul style="list-style-type: none"> • Phone: 1800 195 114 • Email: Wimmera.intake@vt.uniting.org
What to expect (initial contact)	A mental health team member with contact the person to discuss the program and support options
Waiting Period	No current waiting period
Cost	<ul style="list-style-type: none"> • No Charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • Physical appointments are currently restricted due to COVID 19 restrictions – telephone or Zoom appointments are available
Telehealth Facilities	<ul style="list-style-type: none"> • The agency will do telephone appointments • The agency does use web-based video programs (eg. Zoom, Facetime)



UNITING WIMMERA CARERS SUPPORT GROUP



185 Baillie Street Horsham 3400

Tel: 03 5362 4000

Website: www.unitingvictas.org.au/locations/uniting-wimmera/

Email: wimmeramentalhealth@vt.uniting.org

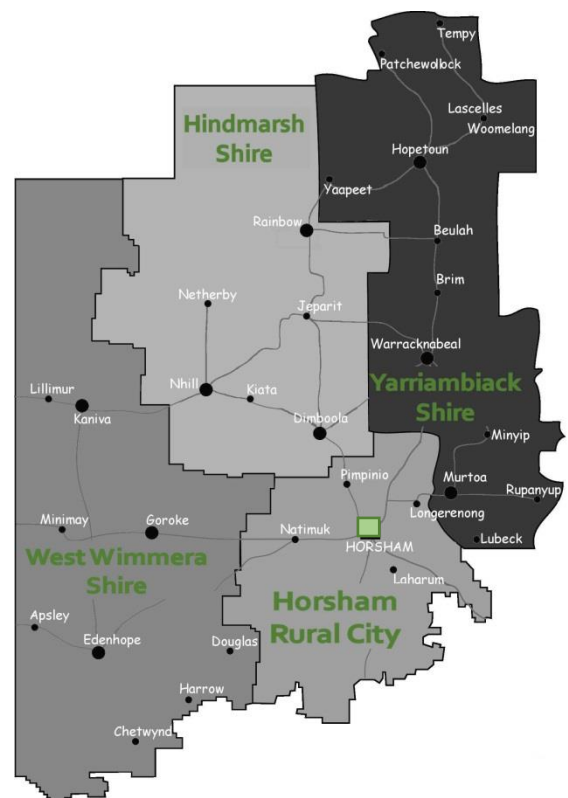


The Carers support group is a group meeting for carers of a person with a psychosocial disability.

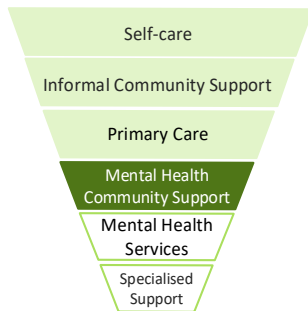
The value of a carer support group is realising you are not alone as a Carer.

There are other people who know exactly what you might be experiencing and offer support through reassurance. Carer support groups are mutually beneficial and create a sense of community connectedness and shared experience.

Funding	State funding
Who can use this service?	Carers of people with a psychosocial disability who are aged 16 – 64 years
Referral & Assessment	Self-referrals and external referrals welcome
Seeking Support (Intake)	Contact Uniting Wimmera Mental Health team on 5362 4000
What to expect (initial contact)	Initial contact to discuss the respite program and support options
Waiting Period	No waiting period
Cost	No charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • Centre based • Community based
Telehealth Facilities	<ul style="list-style-type: none"> • Due to COVID-19 the group is currently meeting on the Zoom platform



UNITING WIMMERA EARLY INTERVENTION PSYCHOSOCIAL SUPPORT



185 Baillie Street Horsham 3400

Tel: 03 5362 4000

Website: www.unitingvictas.org.au/locations/uniting-wimmera/

Email: wimmeramentalhealth@vt.uniting.org



Community Mental Health support provided to people living with a Mental Health condition who are also receiving clinical supports from Ballarat Health Services – Mental Health services.

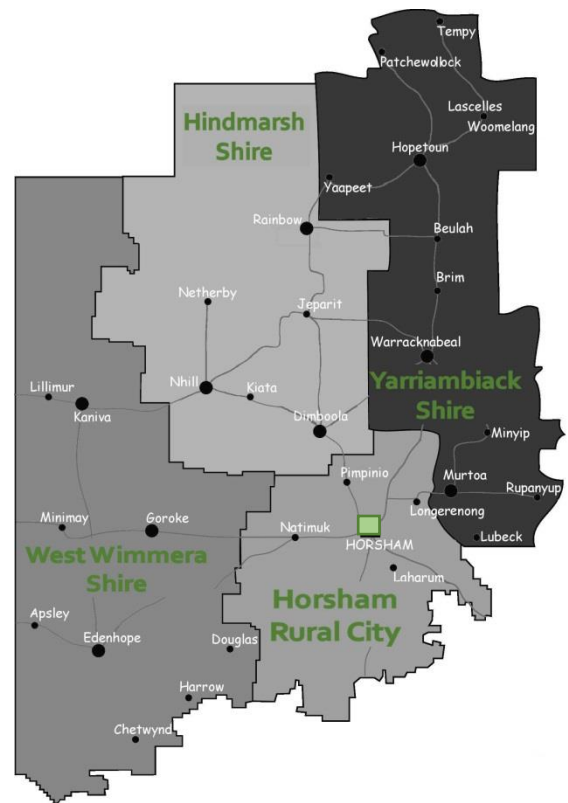
Provides skill development to identify and develop coping strategies, daily life skills, and to strengthen and enhance relationship connections with family, carers and community.

Participants of the program are eligible to attend a range of groups including -

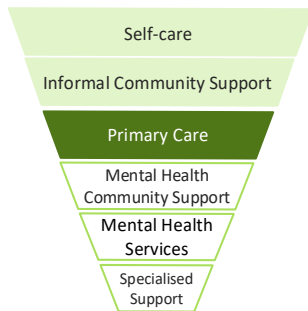
- Dialectical Behaviour Informed skills Group (Mindfulness; Distress Tolerance Skills; Emotional Regulation Skills; Interpersonal Effectiveness Skills)
- Recovery and Wellbeing program
- Hearing voices (further eligibility criteria required)
- Life skills program
- Virtual Coffee Group

Funding	State funding
Who can use this service?	<p>People aged 16 – 65 years</p> <p>Must be an active client with Ballarat Health Services – Mental Health Services</p> <p>Open to NDIS participants</p>
Referral & Assessment	Referral is made through Ballarat Health Services – Mental Health Services
Seeking Support (Intake)	Referral is received from Ballarat Health Services and processed by Uniting Mental Health.
What to expect (initial contact)	Client will be contacted by Uniting Mental Health team member to discuss the support program and client goals.
Waiting Period	Waiting period depends on staff capacity
Cost	<ul style="list-style-type: none"> ● No Charge
Areas covered	<ul style="list-style-type: none"> ● Hindmarsh ● Horsham Rural City ● West Wimmera ● Yarriambiack

Locations	<ul style="list-style-type: none"> • Centre based • Home visits • Community settings
Telehealth Facilities	<ul style="list-style-type: none"> • The agency will do telephone appointments • The agency does use web based video programs (Zoom, Facetime)



UNITING WIMMERA GENERALIST COUNSELLING



185 Baillie Street Horsham 3400

Tel: 03 5362 4000

Website: www.unitingvictas.org.au/locations/uniting-wimmera/

Email: wimmera.info@vt.uniting.org



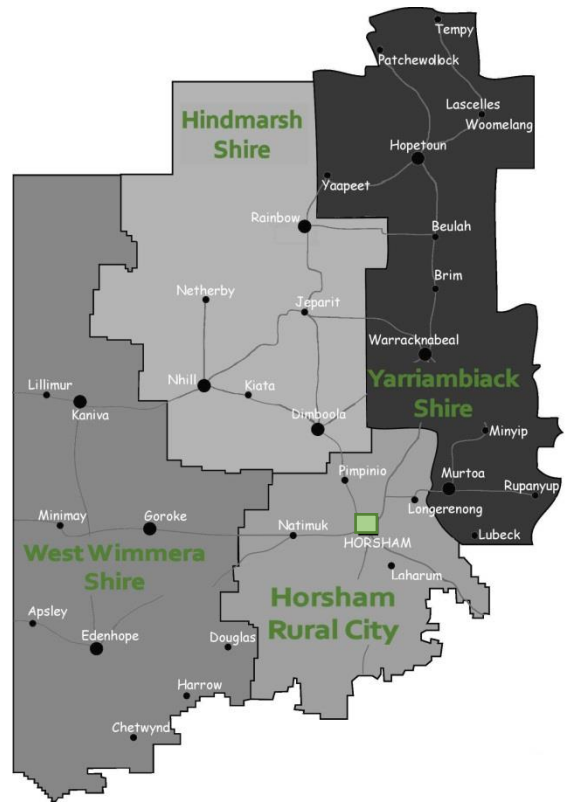
Uniting Wimmera provides a counselling service within the Integrated Family Services Team. Counselling seeks to help clients understand & cope with difficult issues & develop solutions to make positive improvements to their lives.

Counselling can be provided via video link-up, phone and in person. Counsellors can provide outreach as needed.

Funding	State funding
Who can use this service?	Children in primary or secondary school (under the age of 18yrs) Any adult who has a child/children under the age of 18yrs in their care.
Referral & Assessment	Self-referrals can be made or by another person/service with a client's consent. Referrals can be made by contacting Uniting Wimmera Intake Team. <ul style="list-style-type: none"> • Phone: 1800 195 114 • Email: Wimmera.intake@vt.uniting.org
Seeking Support (Intake)	Referral will be made to a Client Engagement / ChildFIRST worker. If not a self-referral they will call the client or carer of a child to complete an assessment before they are placed on the counselling waiting list.
What to expect (initial contact)	Once a client is allocated a counsellor they will be directly contacted by phone to discuss referral / mode of delivery.
Waiting Period	Not provided
Cost	<ul style="list-style-type: none"> • No Charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • Centre based • Home visits • Community settings

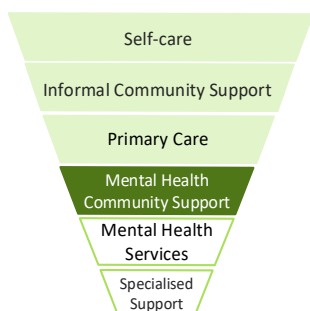
**Telehealth
Facilities**

Telehealth appointments scheduled via phone using 'Coviu'. The counsellor will then send an appointment invite to a client/service's email address that if clicked on will take client/service directly to the telehealth (Coviu) appointment.



UNITING WIMMERA

MENTAL HEALTH SUPPORT FOR NDIS PARTICIPANTS



185 Baillie Street Horsham 3400

Tel: 03 5362 4000

Website: www.unitingvictas.org.au/locations/uniting-wimmera/

Email: wimmeramentalhealth@vt.uniting.org



NDIS Support provided under CAPACITY BUILDING- Increased Social Community Participation.

Providing skill development to improve mental health and wellbeing, develop coping strategies, daily life skills, increase social and community participation, and to strengthen and enhance relationship connections.

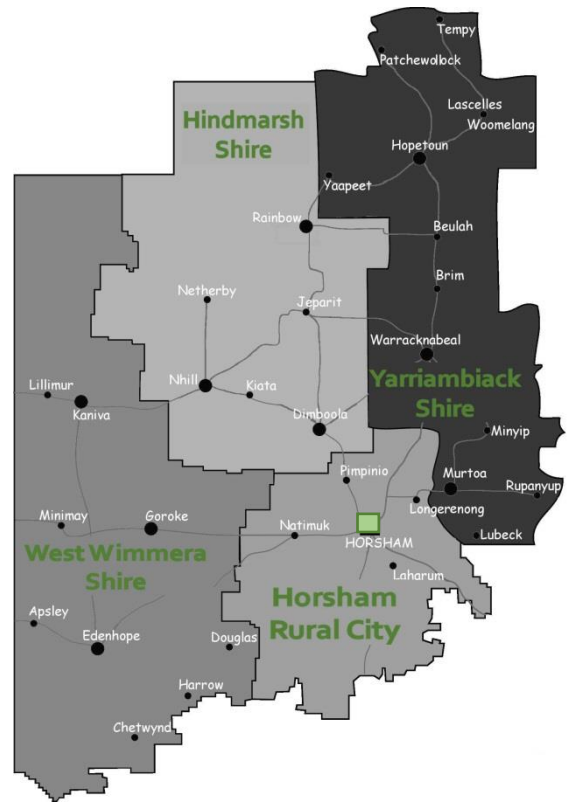
Participants who also choose to attend skills groups, require funding under Increased social and community participation.

Group options include:

- Dialectical Behaviour Informed skills Group (Mindfulness; Distress Tolerance Skills; Emotional Regulation Skills; Interpersonal Effectiveness Skills)
- Recovery and Wellbeing program
- Hearing voices (further eligibility criteria required)
- Life skills program

Funding	NDIS package funding
Who can use this service?	People aged 16 – 65 years with an NDIS package
Referral & Assessment	Direct referrals to the Uniting Wimmera Intake Team. <ul style="list-style-type: none"> • Phone: 1800 195 114 • Email: Wimmera.intake@vt.uniting.org
Seeking Support (Intake)	Referral is received from Uniting Intake and processed by the Uniting Mental Health Team.
What to expect (initial contact)	Participant will be contacted by Uniting Wimmera Mental Health to discuss the support program and participants goals.
Waiting Period	Waiting period depends on staff capacity
Cost	<ul style="list-style-type: none"> • NDIS participant fees for direct and indirect support including travel
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack

Locations	<ul style="list-style-type: none"> • Centre based • Home visits • Community settings
Telehealth Facilities	<ul style="list-style-type: none"> • The agency will do telephone appointments • The agency uses web-based video programs (Zoom, Facetime)



WELLWAYS HOPE PROGRAM

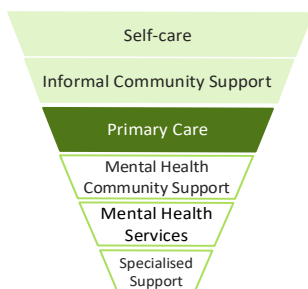
53 Humffray Street North, Ballarat 3350

Tel: 03 4333 0251

Fax: 03 4333 0251

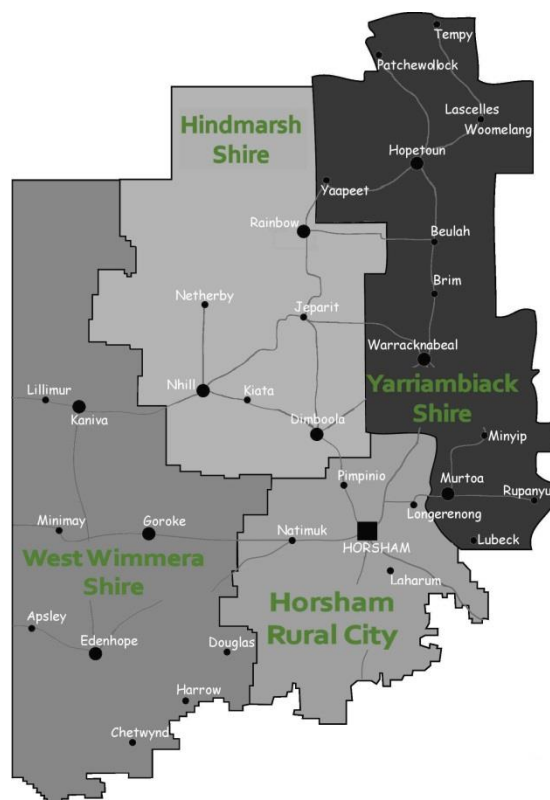
Website: <https://www.wellways.org>

Email: enquiries@wellways.org

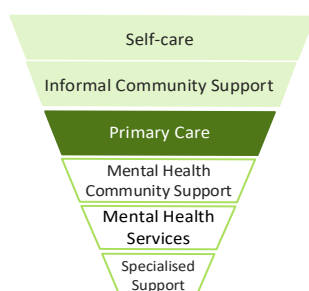


HOPE (Hospital Outreach Post-Suicidal Engagement) Program. Three months of non-clinical psychosocial support, engaging rapidly with people after discharge from hospital following a suicide attempt or suicidal crisis. Aiming to facilitate community and family connection to reduce risk of follow up suicidal crises.

Funding	State funding
Who can use this service?	Open to people who have attempted suicide or in a suicidal crisis that does not have existing assertive mental health outreach support.
Referral & Assessment	Referrals come directly from the Wimmera Health Care Group Emergency Department, BHS Mental Health Services Access and Triage, and Community Mental Health Teams within Ballarat Health Services .
What to expect (initial contact)	Phone contact within 1 business day, then face-to-face meeting within 3 business days if possible.
Waiting Period	No waiting period (August 2020)
Cost	No charge
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • Centre based • Home visits or • Community settings
Other areas services	Central Grampians & Central Highlands
Telehealth Facilities	Wellways can hold appointments over the phone and meet via video calls. Particularly during COVID-19 restrictions.



WEST WIMMERA HEALTH SERVICE SOCIAL WORK



Mira Building
49 Nelson Street Nhill 3418
Tel: 03 5391 4267
Fax: 03 5391 4361
Website: www.wwhs.net.au
Email: intake@wwhs.net.au

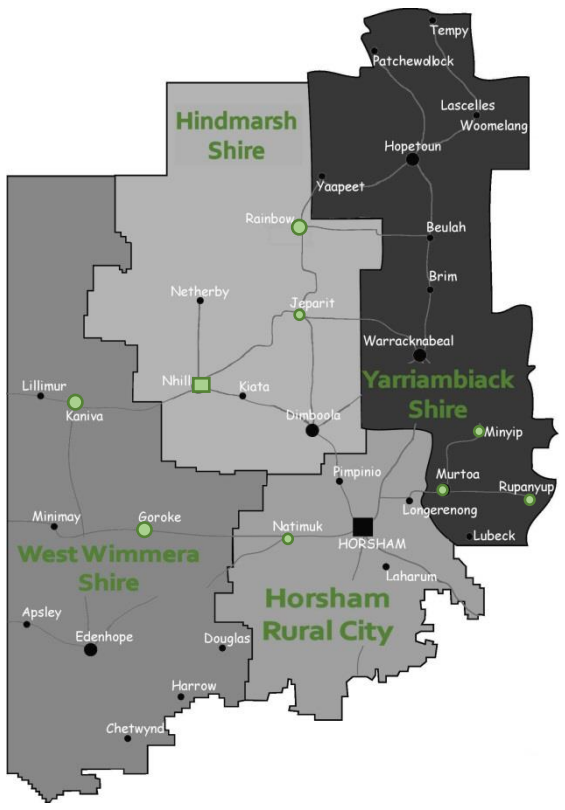
The aim of social work is to assist people improve their quality of life.

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, accessing community resources, information that is useful and relevant and by being respectful of a person's right to confidentiality and privacy.

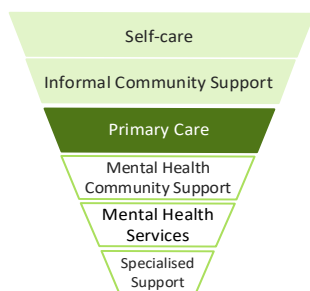
There is an agency for Centrelink Services at the Nhill campus

Funding	State & Commonwealth funding
Who can use this	Residents of the West Wimmera Health Service catchment area including Nhill, Goroke; Jeparit; Kaniva; Minyip, Murtoa, Natimuk; Rainbow, Rupanyup
Referral & Assessment	No referral required
Seeking Support (Intake)	Phone or email: <ul style="list-style-type: none"> • Contact the WWHS initial needs coordinator: Tel 03 5391 4292 OR email: Intake@wwhs.net.au • People can present to face to face to any site, from there they will be referred to the WWHS initial Needs coordinator
What to expect (initial contact)	The Initial needs coordinator will contact the person: <ul style="list-style-type: none"> • They will ask the person about the current situation and the support they require. • If social work is required, the coordinator will make a referral and the social worker will get in touch with the person
Waiting Period	1 to 3 weeks
Cost	No fee
Areas covered	<ul style="list-style-type: none"> • Hindmarsh (local areas) • Horsham Rural City (local areas) • West Wimmera (local areas) • Yarriambiack (local areas)
Locations	<ul style="list-style-type: none"> • Centre based • Home visits or in the community • Outreach locations

Outreach Sites	Goroke; Jeparit; Kaniva; Minyip; Murtoa; Natimuk; Rainbow, Rupanyup
Telehealth Facilities	<ul style="list-style-type: none"> • Telephone consultations • The agency is equipped to offer video-based consultations



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

Email: info@whcg.org.au

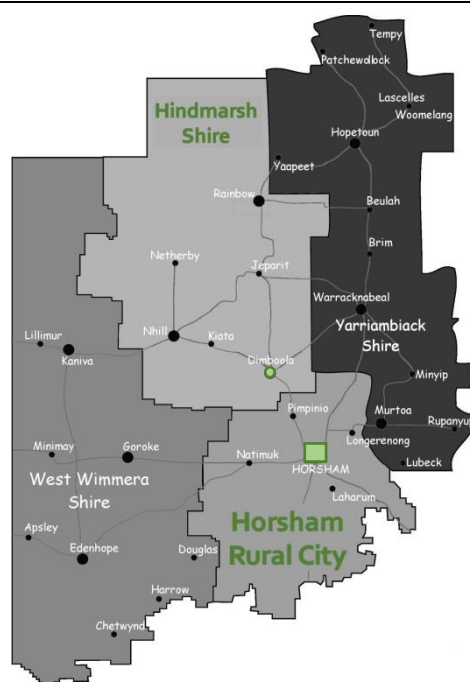


Sometimes an illness can lead to social, emotional, financial or practical problems in a person's life.

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

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



WIMMERA HEALTH CARE GROUP – COMMUNITY OPTIONS SUPPORT FOR CARERS



Level 1, 185 Baillie Street Horsham

Tel: 03 5381 9336

Fax: 03 5381 9120

Website: www.whcg.org.au

Email: wcoadmin@whcg.org.au

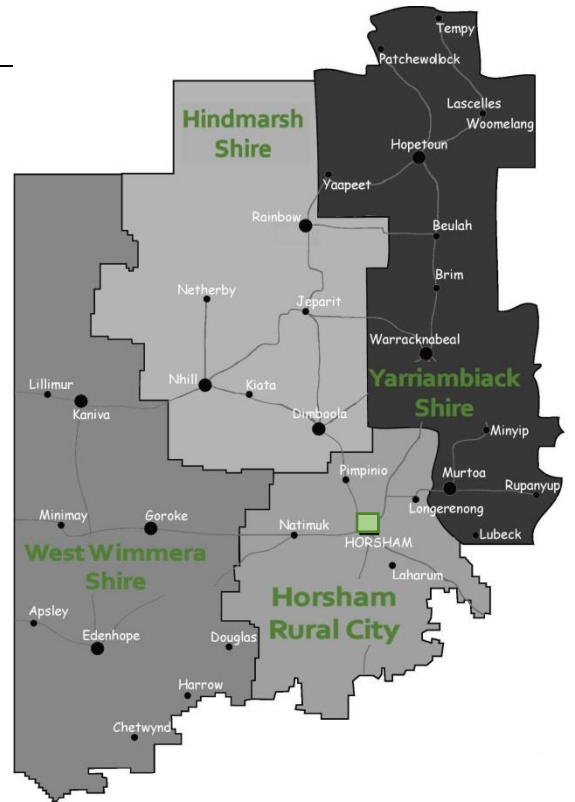


The Support for Carers Program (SCP) addresses short term needs, provides innovative, flexible respite and supplements services provided by other programs. This means that people in a caring relationship are eligible for the SCP regardless of whether they are accessing other services or supports, for example the National Disability Insurance Scheme.

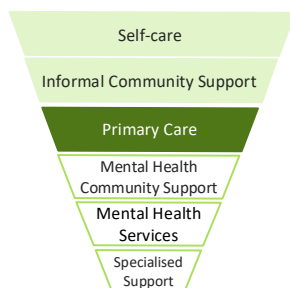
Funding	State funding
Who can use this service?	Unpaid carers providing care to another person requiring that care in a care relationship. Examples of 'care' include assistance and support with activities of daily living or personal care, emotional support, encouragement, advocacy, motivation, service system navigation, collaboration with health professionals and assistance taking medications. Care giving may be episodic or sustained. Carers may be older or young e.g. under 18 years of age. They may be caring for a partner, family member, friend or someone else who needs support. Carers can be from any culture or country, and any socio-economic background, employed or unemployed.
Referral & Assessment	No referral required – If made, referrals can be made directly to the service or via Connecting Care
Seeking Support	Contact the intake worker at Community Options 5381 9336
What to expect (initial contact)	If the carer is determined to be a high priority they will be contact by phone. If they are med/low priority they will receive a letter and then phone contact
Waiting Period	High priority – 2-5 business days Med priority – 2-4 weeks Low priority – 4-6 weeks
Cost	<ul style="list-style-type: none"> • \$10 per hour of service • 10% of the purchase price for goods & equipment
Areas covered	<ul style="list-style-type: none"> • Hindmarsh • Horsham Rural City • West Wimmera • Yarriambiack
Locations	<ul style="list-style-type: none"> • Centre based • Home visits

**Telehealth
Facilities**

- The agency will do appointments over the phone
- Web based video platforms may be considered



WOOMELANG BUSH NURSING CENTRE



16 Proctor Street Woomelang 3495

Tel: 03 5072 6100

Fax: 03 5381 2001

Website: www.wbnc.org.au

Email: admin@wbnc.org.au or nurse@wbnc.org.au



Community Nursing & support: District nursing/home visits; Urgent Care Centre (collaboration with Rural Ambulance Victoria); Local connection with residents accessing support from visiting providers; Transport (volunteer drivers)

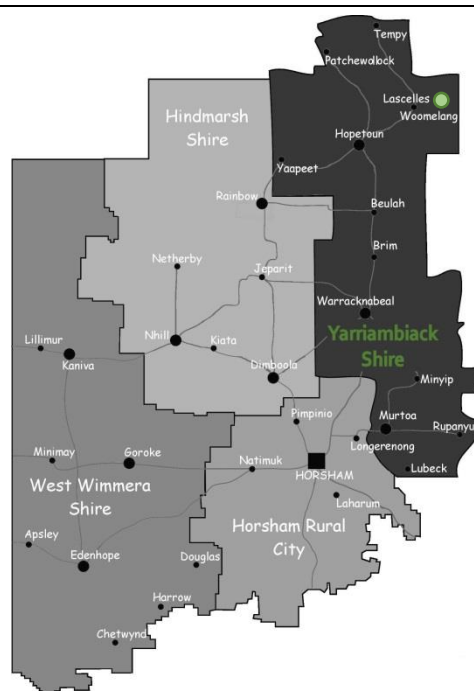
Visiting Services: Visiting GP – fortnightly (from Sea Lake Medical Practice); Allied Health by referral

Referral: all other health care

Groups: on hold during Covid-19 restrictions

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

Funding	State and other funding
Who can use this service?	People living in Woomelang and the surrounding area. Membership is available but not required
Referral & Assessment	All other health care
Seeking Support (Intake)	Contact Service directly on 5072 6100
Waiting Period	n/a
Cost	Fees and co-payments depend on service
Areas covered	Woomelang & surrounding areas
Locations	<ul style="list-style-type: none"> • Centre based • Home visits or in the community
Telehealth Facilities	<ul style="list-style-type: none"> • The agency is equipped to offer video-based consultation



This document was developed by
Wimmera Primary Care Partnership Inc. –
(03) 5362 3442
info@wimmerapcp.org.au

