



aspex consulting



An Australian Government Initiative

Melbourne Primary Care Network

**North Western Melbourne PHN
In-depth review of mental health
and drug treatment needs and
services in north western
Melbourne**

Final Report

16 June 2016

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List of Abbreviations

ASR	Age Standardised Rate
ATAPS	Access to Allied Psychological Services
CALD	Culturally and Linguistically Diverse
DALY	Disability Adjusted Life Year
ICSP	Individualised client support packages
INA	Initial Needs Assessment
LGA	Local Government Area
MHCSS	Mental Health Community Support Services
MHNIP	Mental Health Nurse Incentive Program
MPCN	Melbourne Primary Care Network
NDS	National Drug Strategy
NESB	Non English Speaking Background
NGO	Non-Government Organisation
NSP	Needle and Syringe Program
NWMPHN	North Western Melbourne Primary Healthcare Network
PHaMs	Personal Helpers and Mentors
PHN	Primary Health Network
PIR	Partners in recovery
WHO	World Health Organisation
YLD	Years of Life lived with a Disability

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1 Executive summary

The North Western Melbourne Primary Health Care engaged Aspex Consulting to undertake an in-depth review of mental health and alcohol and drug treatment needs and services. Specifically, the project has sought to:

- Build on the existing understanding of local needs in relation to mental health and drug treatment services in the region; and
- Establish a detailed understanding of the service system operating in, and providing services to, the region.

The project involved a desk-top review of publicly available information. A draft of the report was circulated in March 2016 to all listed mental health and drug treatment service providers to seek validation of the accuracy and currency of the information on service provider and service system details. Additionally, service providers were invited to identify supplementary services with a view to ensuring the description and listing of services is as comprehensive as possible. This final version of the report incorporates all stakeholder feedback received at the time of writing.

POLICY CONTEXT

Mental health services

The recent report of the Mental Health Commission,¹ *Contributing Lives, Thriving Communities*, concluded that a disproportionate share of resources in the current mental health service system is focused on high cost, high severity of illness, and that insufficient resources are available for early intervention to prevent development and escalation of mental illness. This lack of timely access to the right care at the right time leads to people missing out on services which could make a difference in maintaining and improving their mental health. It recommended a stepped care approach to enable services to be available as required by individuals according to their needs and circumstances, which may change over time.

In its response to *Contributing Lives, Thriving Communities*, the Australian Government foreshadowed a new approach to mental health funding and reform including these priorities:

- A regional approach to service planning and integration;
- Delivering services within a stepped care approach – better targeting services to meet needs;
- Effective early intervention across the lifespan and across the care continuum – shifting the balance to provide the right care when it is needed;

It identified a key role for PHNs in commissioning primary mental health services to meet local needs, with Australian Government funding of \$350 million per annum flagged for re-

1 National Mental Health Commission, 2014: The National Review of Mental Health Programmes and Services. Sydney: NMHC Published by: National Mental Health Commission, Sydney



direction towards PHNs from 2016-17.² A cornerstone of the proposed primary mental health service model will be the introduction of 'stepped care' approach in which service delivery is tailored to the needs of individuals, and priority is given to early intervention and self-care.

Victoria's *10-year Mental Health Plan*³ sets out a goal that all Victorians experience their best possible health, including mental health. The four focus areas outlined within the plan are that:

- Victorians have good mental health and wellbeing;
- Victorians promote mental health for all ages and stages of life;
- Victorians with mental illness live fulfilling lives of their choosing, with or without symptoms of mental illness; and
- The service system is accessible, flexible and responsive to people of all ages, their families and carers and the workforce is supported to deliver this.

The Plan reiterates the Victorian Government's commitment to work with the Commonwealth including PHNs.

Drug treatment services

In response to the findings of the *National Ice Taskforce*, the Australian Government identified the following five priorities for further action:

- Empower local communities and more support for families;
- Target prevention and education to those most at risk;
- Further investment in treatment and workforce support;
- Focused law enforcement; and
- Better research, evidence and guidelines.

The Government identified the need to improve access to treatment, especially for rural, regional, remote and Aboriginal communities, and ensure the workforce is supported to deliver effective and flexible treatment approaches. To this end, PHNs were identified as serving a commissioning role for drug treatment services with an investment of \$241.5 million over four years.⁴

The Victorian Labor Government's *Ice Action Plan*⁵ targeted a number of initiatives relevant to drug treatment services including:

- Smarter use of technology, and innovative new approaches to drug rehabilitation and community partnerships to help more people get the support they need sooner; and

2 Prime Minister, the Hon Malcolm Turnbull, MP and Minister for Health, The Hon Sussan Ley, *A new blueprint for mental health services*, 26 November 2015, Australian Government
3 Department of Health & Human Services, 2015, *Victoria's 10-year Mental Health Plan*, Victorian Government
4 Department of Health and Ageing, 04 December 2015, *Taking Action to Combat Ice*, Australian Government
5 Department of Premier and Cabinet, March 2015, *Ice Action Plan*, Victorian Government



- A focus on helping families, with \$4.7 million in additional support for families and communities to prevent and address the use of ice.

Mental health – highlights of needs analysis

Determinants of mental health

There are manifold social, psychological, and biological factors that determine the level of mental health of a person at any point of time. It is now recognised that some of the contributing factors to stressors in life that impact on mental health and wellbeing include persistent socio-economic pressures such as job and housing insecurity.

The World Health Organisation notes that the clearest evidence is associated with indicators of poverty, including low levels of education. It is also recognised that poor mental health has associations with rapid social change, stressful work conditions, gender discrimination, social exclusion, unhealthy lifestyles, risk of violence, physical ill-health and human rights violations.

Community needs indicators – mental health

Community indicators including basic information relating to unemployment, mortgage and rental stress and homelessness provide insights to risk factors that influence mental health within a community. In summary the picture painted in relation to broad social determinants within the catchment include the following:

- The Cities of Hume and Brimbank and the Shire of Melton feature as key LGAs in relation to a number of determinants that are recognised risk factors in relation to poorer mental health outcomes and substance misuse. This includes higher rates of unemployment (Hume and Melton), which also correspond to high rates of people on disability pensions and rental and mortgage stress;
- The Cities of Brimbank and Hume also have the lowest SEIFA indices within the catchment;
- There are low levels of citizen engagement and volunteerism in these LGAs which indicates potential social isolation. This is further borne out by indications of low levels of support from outside the household within these communities;
- Adults within these LGAs, together with all LGAs within the catchment fringe group, indicate higher rates of work life balance;
- Outside the City of Melbourne, which can be recognised as having some exceptional circumstances, the highest rates of homelessness are in the City of Brimbank. Brimbank also has highest rate of gaming losses within the catchment;
- The Cities of Hume and Brimbank also have the highest levels of humanitarian arrivals within the catchment and at much higher rates than the State rate which would also have an influence on some of the indicators noted previously;
- These LGAs also have higher levels of fair or poor self-assessed health and together with Melton also has high rates of psychological distress. It is, noteworthy that this differs when considering data on young people, where the highest rates are in Hobson's Bay and Moonee Valley; and



- Significantly, this does not appear to be a predictor of suicide rate as the highest rate is in Macedon Ranges.

Service Utilisation - Clinical mental health services

DHHS data was analysed to compare the number of residents per LGA who are registered as clients with a mental health service per 1,000 population. This is based on an accepted referral for service delivery or intervention as a client registered in a Victorian public mental health service. In turn, this is based on a clinician's determination of the most appropriate service response following a referral to a public mental health service.

LGAs within the North Western Melbourne Primary Healthcare Network (NWMPHN) that have rates of registered mental clients than the Victorian rate include: Moreland; Yarra; Darebin; Moorabool; Hume and Maribyrnong.

In terms of age-standardised rates of hospitalisations for mental health related conditions within the catchment, higher admission rates to public hospitals, relative to the Victorian rate, were identified in the Cities of Darebin, Hume, Maribyrnong, Brimbank, Moreland and Yarra.

Service Utilisation – Primary mental health services

Primary mental health service utilisation rates were reviewed based on available data from the Australian Commission on Safety and Quality in Health Care (ACSQHS). This data indicates that the number of MBS-funded services for the preparation of mental health treatment plans by general practitioners per 100,000 people, age standardised, by local area within the catchment is consistent with the average rates for Victoria.

In relation to use of mental health nurse services, the NWMPHN service utilisation rate (age standardised) for Mental Health Nurse services is 18.7 services per 1,000 population, or 28% below the statewide rate of 26.1. There were three geographic areas within the NWMPHN region with relatively high utilisation – Sunbury, Melbourne, Macedon Ranges, and Darebin North – and three areas with low utilisation: Melton-Bacchus Marsh, Tullamarine-Broadmeadows and Keilor.

ACSQHC data were reviewed to assess rates of use of PBS prescriptions dispensed for antidepressant medicines, anxiolytic medicines and antipsychotic medicines. Rates of for all age groups are within the bounds of higher and lower rates for Victoria.

Analysis of data on low acuity ambulance (Code 3) use for mental health and behaviour problems and psychiatric episodes by LGA showed that there were five LGAs with utilisation rates well above the metropolitan rate: Yarra; Melbourne; Maribyrnong; Hume; and Darebin.

Alcohol and Other Drugs – highlights of needs analysis

Determinants of substance misuse

There are many environmental and individual factors, including genetics that contribute to substance abuse and addiction. Although, an individual's genetic makeup will contribute to the increased likelihood of drug abuse and addiction it is recognised that environmental risk



factors also have an impact. This includes the availability of drugs, poverty, social changes, peer influences, employment status, type of occupation and cultural attitudes.

There is strong evidence of an association between social determinants—such as unemployment, homelessness, poverty, and family breakdown — and drug use. It is also recognised that socio-economic status has been associated with drug-related harms such as foetal alcohol syndrome, alcohol and other drug disorders, hospital admissions due to diagnoses related to alcoholism, lung cancer, drug overdoses and alcohol-related assault.

Needs indicators – AOD

Determinants of substance misuse and the rationale for inclusion of community and social indicators that impact on substance misuse are related to those for mental health and wellbeing. Additional needs indicators specific to AOD are summarised below based on population health survey data and other sources.

Tobacco use

Tobacco smoking as a predictor of alcohol and other drug use is relatively well established as studies show that these substances are often used together. As such, the prevalence of smoking is a useful indicator when addressing population risk factors for AOD services.

LGAs within the catchment where rates of smoking amongst males and females are higher than the Victorian rate include: very high rates in the Cities of Hobson's Bay, Darebin, and very high rates for females in the Shire of Melton and the City of Hume. Additionally, the rates for women who smoke during pregnancy are higher than the State rate in the City of Hume and the Shires of Moorabool and Melton.

Data on adolescent smoking rates indicates that there are a higher proportion of 12-14 year olds who have ever smoked in the Cities of Wyndham, Hume and the Shire of Macedon Ranges compared with the Victorian rate for this age group. In the age group 15-17 years the highest rates of smoking include the Cities of Moonie Valley, Yarra, Moreland and Shire of Melton.

Additional information on young people who have smoked within the last 30 days indicates that in the 12-14 year age group the highest rates are in the Cities of Yarra, Maribyrnong and the Shire of Macedon Ranges. In the age group 15-17 years the rates of current smoking are very high when compared with the State rate with the highest rate being nearly double the State rate in Moonee Valley. Other LGAs with high rates of smoking for 15-17 year olds include the Cities of Hobson's Bay, Yarra and Brimbank.

Alcohol use

LGAs within the catchment above the Victorian rate for adults who consume alcohol on a weekly basis at levels likely to cause short-term harm include the Cities of Yarra, Moonee Valley, Hobson's Bay and the Shire of Moorabool.

Five LGAs were above the Victorian average spending level on packaged liquor within the prior week: Wyndham, Hume, Yarra, Melbourne and Darebin. Six LGAs were above the Victorian average spending at licensed premises within the prior week: Wyndham, Hume, Brimbank, Melton, Yarra and Moorabool.



It is recognised that alcohol use amongst adolescents creates a raft of additional issues including other risky behaviours such as tobacco use, risk of unsafe sex, violence, drinking and driving, and suicide. Adolescent use of alcohol is highest within the fringe LGAs of Shire of Macedon Ranges and the Shire of Moorabool and the growth LGA of the City of Wyndham.

Other drug use

There are a high proportion of youth aged 12-14 years living within the catchment who have higher rates of having used marijuana than the Victorian rate. This includes the Shire of Macedon Ranges and the Cities of Maribyrnong and Yarra. Marijuana use in the 15-17 year age group is highest in the City of Yarra followed by Hobson's Bay and Moonee Valley.

There are high rates of 12-14 year olds who have sniffed glue or chromed within the City of Yarra compared with the Victorian rate. The Cities of Hobsons Bay and Darebin and the Shire of Macedon Ranges have the highest rates for marijuana use in the age group 15-17 years, all higher than the Victorian rate.

There are also very high rates of other illegal drugs, particularly in the younger cohort of 12-14 year olds, within the Cities of Moreland and Yarra compared to the Victorian rate.

Victoria Police data for drug usage and possession indicates that the City of Melbourne has the highest rate per 1,000 persons. Other LGAs with higher than rates than Victoria include the Cities of Yarra, Maribyrnong and Brimbank.

Opioids

Areas within the catchment that have opioid utilisation rates higher than Victorian rates include Sunbury, Melton-Bacchus Marsh, Tullamarine-Broadmeadows and Wyndham.

Other noteworthy findings relate to the higher rates of illicit drug related hospitalisations. The highest rates for such hospitalisations within the Cities of Melbourne and Yarra are to be expected, over and above these LGAs there is a high rate of drug related ambulance callouts and hospitalisations within the City of Maribyrnong.

Chronic disease and AOD

Research indicates that injection drug users account for a disproportionately large burden of hepatitis C infection and that around 20% of hepatitis B infections occur among injecting drug users, mainly through the sharing of contaminated injection equipment and unprotected sexual contact. Over 80% of injecting drug users who have been injecting for longer than 10 years are infected with hepatitis B virus.

There are a number of LGAs within the catchment that have much higher rates of hepatitis C and hepatitis B infection rates than the Victorian rate for both these blood borne viruses. In the case of hepatitis C the highest rate is in the Shire of Melton. In the case of hepatitis B, the highest rates are within the Cities of Maribyrnong, Brimbank and Melbourne.



Mortality and AOD

Mortality rates associated with lung cancer provide a proxy indicator for substance misuse associated with tobacco smoking. LGAs within the catchment that have rates of lung cancer higher than the Victorian rate include the Shire of Melton and the City of Yarra.

Service utilisation – AOD

There are much higher rates of alcohol-related ED presentations in the Cities of Yarra and Melbourne compared with the Victorian rate. Similarly, the City of Melbourne and City of Yarra have high rates of illicit drug related ED presentations when compared with the State rate.

The City of Yarra also has a much higher rate of alcohol related hospital admissions per 10,000 persons compared with the Victorian rate. Consistent with the rates of ED presentations, the City of Melbourne has the highest rate of illegal drug related hospital admissions.

Alcohol related ambulance callout rates are highest in the City of Melbourne, followed by the City of Yarra, both LGAs exceeding the Victorian rate. The pattern of ambulance callouts for illicit drug-related incidents follow a similar pattern with the City of Melbourne having the highest rate followed by the City of Yarra, with both LGAs above the Victorian rate.

Data from the DHHS Alcohol and Drug Information System records the number of residents of an LGA per 1,000 population who received treatment from alcohol and drug treatment services. There is a much higher rate of clients receiving treatment in the City of Yarra than any other LGA within the catchment and at a much higher rate than the Victorian rate.

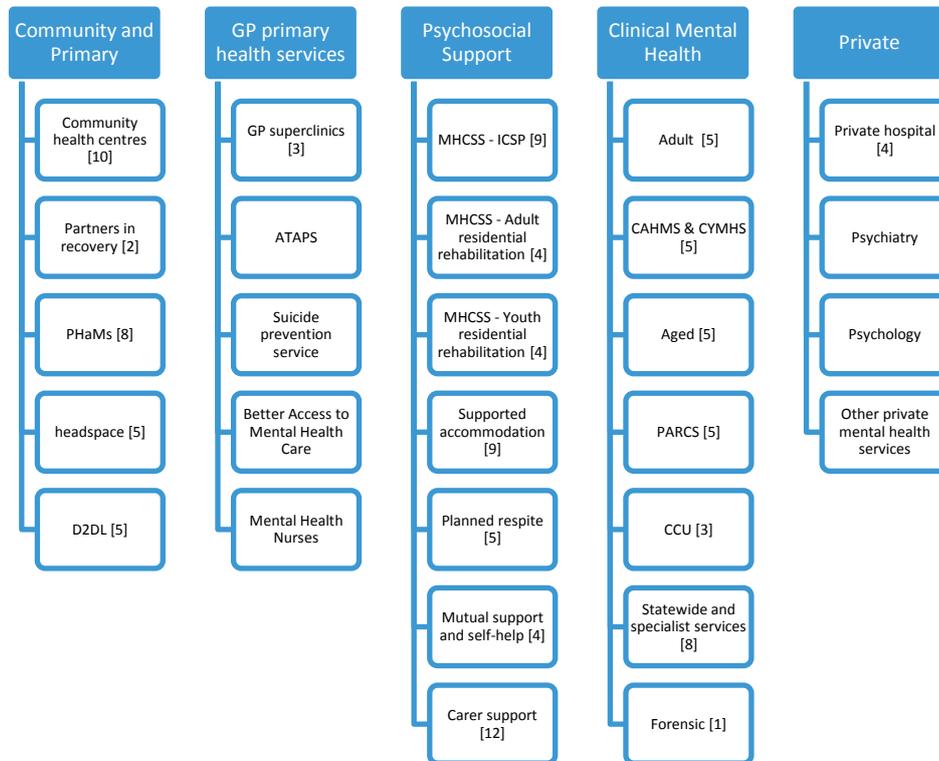
Mental health services – overview of service system

There are five main service clusters relevant to mental health, namely:

- Community and primary care;
- GP primary health;
- Psychosocial support;
- Clinical mental health; and
- Private mental health.

Within each of these five service clusters, there is a range of service categories as depicted in the schematic below⁶. Section 7 of this report provides a generic program description for each of these mental health service categories. This is followed by a service listing which provides an organisation-specific service description, an outline of the suite of services available, the catchment served, access criteria and contact/location details.

6. A tally of the number of mental health organisations within each service category that have been included in the service listing is provided in parentheses. For MBS-funded (e.g. ATAPS) and individual clinician services (e.g. psychiatrists, psychologists), no tally is provided as these services were not practical to be individually mapped.



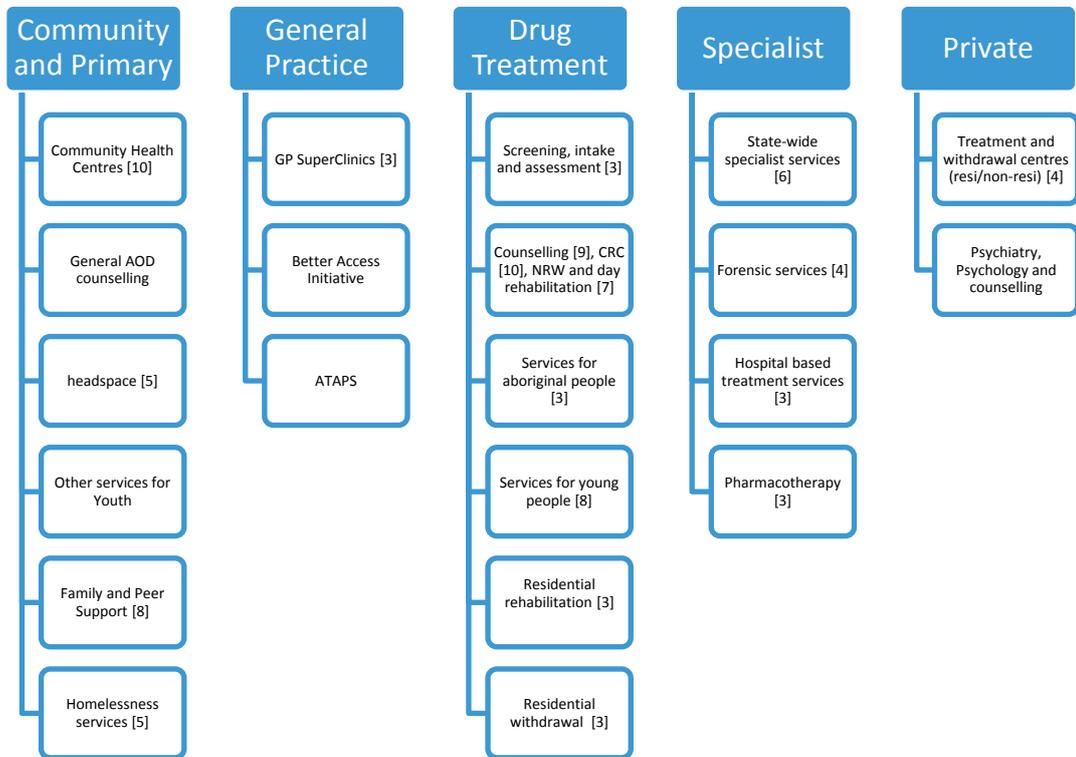
Drug treatment services – overview of service system

Service clusters relevant to AOD are as follows:

- Community and Primary Care;
- GP primary health services;
- Drug Treatment Services;
- Specialist State-wide Services; and
- Private providers.

The schematic below identifies the range of service categories that falls within each of the five service clusters⁷. Section 8 of this report provides a generic program description for each of these drug treatment service categories. This is followed by a service listing which provides an organisation-specific service description, an outline of the suite of services available, the catchment served, access criteria and contact/location details.

7. A tally of the number of drug treatment organisations within each service category that have been included in the service listing is provided in parentheses. For MBS-funded (e.g. ATAPS) and individual clinician services (e.g. psychiatrists, psychologists), no tally is provided as these services were not practical to be individually mapped





2 Introduction

2.1 Context

The Melbourne Primary Care Network (MPCN) is an independent, locally governed and run, not for profit organisation committed to improving primary healthcare in its local communities. The MPCN is responsible for the operation of the NWMPHN.

The MPCN, through operation of the NWMPHN, strives to improve primary healthcare services for its communities by:

- Making it easier for people to access the services they need, by linking local general practitioners (GPs), nursing and other health professionals, hospitals and aged care, Aboriginal and Torres Strait Islander health organisations, and maintaining up-to-date local service directories;
- Working closely with Local Hospital Networks to ensure primary health care services and hospitals work collaboratively for the benefit of their patients;
- Planning and supporting local after-hours face-to-face GP services;
- Identifying where local communities are missing out on services they need and coordinate services to address those gaps; and
- Supporting local primary care providers, such as GPs, practice nurses and allied health providers, to adopt and meet quality standards.

2.2 Project objectives and scope

This project aims to identify population health needs and describe the range of available services for both mental health and alcohol and other drugs.

Specifically, the current project has two objectives:

- To build on the existing understanding of local needs in relation to mental health and drug treatment services in the region; and
- To establish a detailed understanding of the service system operating in, and providing services to, the region.

This project is being undertaken in the context of a larger project that is currently underway to complete an Initial Needs Assessment (INA) across the spectrum of population health service needs.

The scope of the mental and AOD project includes a desktop review of:

- Existing population health planning in relation to mental health and alcohol and drug services; and
- Mental health and alcohol and drug services within the region.

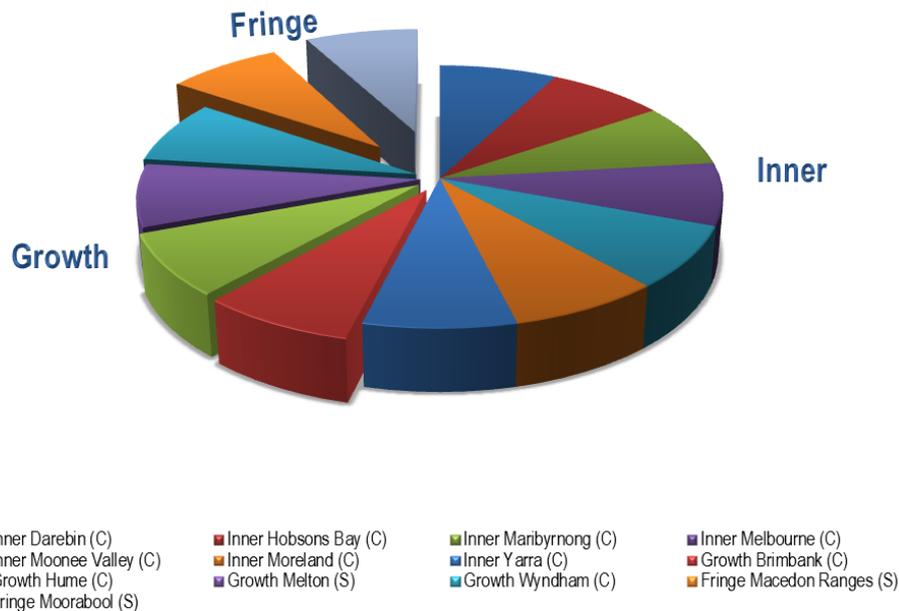


2.3 Data sources and catchment

The needs analysis has used a range of secondary data sources: burden of disease data is sourced from the Department of Health and Human Services (DHHS), Local Government Area Profiles data 2013, the Victorian Population Health Survey data (2011), the *Social Health Atlas of Australia (November 2014 release)* produced for Primary Health Networks (PHNs)⁸ and the Australian Commission on Safety and Quality in Health Care, Australian Atlas of Healthcare Variation.⁹

The data has been tailored to capture the 13 Local Government Areas (LGAs), including part LGAs, which comprise the NWMPHN region, namely:

INNER	GROWTH	FRINGE
▪ Darebin (C)	▪ Brimbank (C)	▪ Macedon Ranges (S)
▪ Hobsons Bay (C)	▪ Hume (C)	▪ Moorabool (S)
▪ Maribyrnong (C)	▪ Melton (S)	
▪ Melbourne (C)	▪ Wyndham (C)	
▪ Moonee Valley (C)		
▪ Moreland (C)		
▪ Yarra (C)		



Where data is available, information relating to the catchment LGAs is compared with total Victorian, metropolitan and rural rates and in some instances with the two other metropolitan PHNs.

8. Social Atlas of Australia produced by the Public Health Information Development Unit (PHIDU) data by PHN, located at the University of Adelaide (May 2014 release); sourced from <http://www.adelaide.edu.au/phidu/maps-data/>

9. ACSQHC, Australian Atlas of Healthcare Variation, November 2015



2.4 Structure of report

The report has been structured to provide a fluent narrative that steps through the broader policy context, describes the purpose and objectives of the review and provides details relevant to both mental health and alcohol and drug services for the local government areas that constitute the NWMPHN catchment.

Specifically, the report is structured as follows.

- **Executive Summary (Section 1)**
- **Introduction (Section 2):**
 - ▶ Context;
 - ▶ Project objectives and scope;
 - ▶ Data sources and catchment; and
 - ▶ Structure of report;
- **Policy Context (Section 3):**
 - ▶ Mental health policy reforms at both the Federal and State level; and
 - ▶ Drug treatment service reforms at both the Federal and State level.
- **Burden of disease and determinants of health (Section 4):**
 - ▶ Mental health;
 - Burden of disease; and
 - Determinants of mental health;
 - ▶ Substance misuse;
 - Burden of disease; and
 - Determinants of substance misuse.
- **Mental Health – population needs analysis (Section 5):**
 - ▶ Community indicators and risk factors;
 - ▶ Population groups;
 - ▶ Self-reported health status;
 - ▶ Mortality; and
 - ▶ Service Utilisation,
- **Alcohol and other drugs – population needs analysis (Section 6):**
 - ▶ Community indicators and risk factors specific to substance misuse (not common to mental health);
 - ▶ Relevant chronic disease;
 - ▶ Mortality (specifically due to lung cancer); and
 - ▶ Service Utilisation.



- **Generic mental health program descriptions (Section 7):**
 - ▶ Primary mental health;
 - ▶ GP Primary services;
 - ▶ Psychosocial support;
 - ▶ Other MHCSS programs;
 - ▶ Clinical mental health; and
 - ▶ Private mental health.
- **Availability of services - mental health (Section 8):**
 - ▶ Primary Mental Health – Community Health Centres;
 - ▶ Primary Mental Health – Community Health Centres;
 - ▶ Primary Mental Health – PHaMs;
 - ▶ GP Primary Services - GP Super Clinics;
 - ▶ GP Primary Services - Better Access Initiative – National mental health initiative;
 - ▶ GP Primary Services - Access to allied psychological services (ATAPS);
 - ▶ GP Primary Services - Suicide prevention services;
 - ▶ GP Primary Services - Mental health nurses;
 - ▶ Psychosocial support - Mental Health Community Support Services (MHCSS);
 - ▶ Psychosocial support - Adult residential rehabilitation (ARR);
 - ▶ Psychosocial support - Youth residential rehabilitation (YRR);
 - ▶ Clinical mental health - CAMHS & CYMHS;
 - ▶ Clinical mental health – Adult mental health;
 - ▶ Clinical mental health – Aged persons mental health;
 - ▶ Statewide and Specialist Mental Health Services;
 - ▶ Private mental health - Private Hospital Services;
 - ▶ Private mental health – Psychiatrists; and
 - ▶ Private mental health – Psychologists.
- **Generic AOD program descriptions (Section 9):**
 - ▶ Community and Primary;
 - ▶ General Practice;
 - ▶ Drug Treatment;
 - ▶ Specialist; and
 - ▶ Private.



▪ **Availability of services – AOD (Section 10):**

- ▶ Community and Primary - Community Health Centres;
- ▶ Community and Primary - General AOD counselling;
- ▶ Community and Primary - headspace;
- ▶ Community and Primary - Other services for Youth;
- ▶ Community and Primary - Family and Peer Support;
- ▶ Community and Primary - Homelessness services;
- ▶ General Practice - GP SuperClinics;
- ▶ General Practice - Better Access Initiative;
- ▶ General Practice - ATAPS;
- ▶ Drug Treatment - Screening, intake and assessment;
- ▶ Drug Treatment - Counselling, CRC, NRW and day rehabilitation;
- ▶ Drug Treatment - Services for aboriginal people;
- ▶ Drug Treatment - Services for young people;
- ▶ Drug Treatment - Residential rehabilitation (adult and youth);
- ▶ Drug Treatment – Residential withdrawal (adult and youth);
- ▶ Specialist - State-wide specialist services;
- ▶ Specialist - Forensic services;
- ▶ Specialist - Hospital based treatment services;
- ▶ Specialist - Pharmacotherapy;
- ▶ Private - Treatment and withdrawal centres (residential/non-residential); and
- ▶ Private - Psychiatry, Psychology and counselling.

3 Policy context

This section briefly describes key highlights of recent policy reforms of direct relevance to the future PHN commissioning role for mental health and drug treatment services.

3.1 Mental health policy reforms

3.1.1 AUSTRALIAN GOVERNMENT

The Australian Government released its response to the National Mental Health Commission's *Review of Mental Health Programme and Services 'Contributing Lives, Thriving Communities'* in November 2015. The response seeks to provide a new approach to mental health funding and reform based on the following reform platform:

- Person centred care funded on the basis of need;
- A regional approach to service planning and integration;
- Delivering services within a stepped care approach – better targeting services to meet needs;
- Effective early intervention across the lifespan and across the care continuum – shifting the balance to provide the right care when it is needed;
- Use of digital technology; and
- Strengthening national leadership – facilitating systemic change at all levels and promoting the partnerships needed to secure enduring reforms.

Importantly, the Australian Government has identified a key role for PHNs in commissioning primary mental health services to meet local needs. Funding of \$350 million per annum has been proposed for re-direction towards PHNs from 2016-17.¹⁰ PHN's commissioning role will be supported by establishing a new flexible funding pool which will progressively roll together Commonwealth mental health programs.

The primary mental health service model will be based on a stepped care approach in which service delivery is tailored to the needs of individuals, with a particular focus on early intervention and self-care. This is consistent with the Review's emphasis on:

“Shifting the pendulum in Commonwealth expenditure away from acute illness and crisis towards primary prevention, early intervention and a continuous pathway to recovery”

¹⁰ Prime Minister, the Hon Malcolm Turnbull, MP and Minister for Health, The Hon Sussan Ley, *A new blueprint for mental health services*, 26 November 2015, Australian Government



3.1.2 VICTORIAN GOVERNMENT

Victoria's *10-year Mental Health Plan*¹¹ sets out a goal that all Victorians experience their best possible health, including mental health. The four focus areas outlined within the plan are that:

- Victorians have good mental health and wellbeing;
- Victorians promote mental health for all ages and stages of life;
- Victorians with mental illness live fulfilling lives of their choosing, with or without symptoms of mental illness; and
- The service system is accessible, flexible and responsive to people of all ages, their families and carers and the workforce is supported to deliver this.

The plan confirms the Victorian Government's commitment to the transfer of most of the funding for Mental Health Community Support Services (MHCSS) to the National Disability Insurance Scheme over the next three years. MHCSS provides services to more than 12,000 people with a psychosocial disability.

The Plan reiterates the Victorian Government's commitment to work with the Commonwealth including PHNs:

“The newly established Primary Health Networks provide us with opportunities to better plan and deliver integrated mental health services through primary care and community health platforms”.
(page 7)

Other commitments in the Plan include:

- Investing in the international research institute for youth mental health at Orygen in Melbourne;
- Ongoing backing for mutual support and self-help and peer-support organisations; and
- Retaining and developing residential aged mental health services.

3.2 Drug treatment service reforms

3.2.1 AUSTRALIAN GOVERNMENT

On 4 December 2015, the Commonwealth Government released its response to the findings of the National Ice Taskforce. There were five key areas prioritised in the Government's response:

- Empower local communities and more support for families;
- Target prevention and education to those most at risk;

11 Department of Health & Human Services, 2015, *Victoria's 10-year Mental Health Plan*, Victorian Government



- Further investment in treatment and workforce support;
- Focused law enforcement; and
- Better research, evidence and guidelines.

The third priority area seeks to improve access to treatment, especially for rural, regional, remote and Aboriginal communities, and ensure the workforce is supported to deliver effective and flexible treatment approaches. An important aspect for achieving this is to assign a crucial commissioning role to PHNs for drug treatment services with an investment of \$241.5 million over four years.¹²

3.2.2 VICTORIAN GOVERNMENT

The previous Victorian Liberal Coalition Government implemented substantial reforms to drug treatment services.¹³ The two key elements of the recommissioning process involved:

- Consolidation of services into four treatment streams: intake and assessment; counselling; care recovery and coordination; and non-residential withdrawal services; and
- Catchment-based intake and assessment, with this function separated from treatment providers.

The current Victorian Labor Government established an Ice Action Taskforce which presented its findings in March 2015. Key recommendations of the *Ice Action Plan*¹⁴ include:

- Smarter use of technology, and innovative new approaches to drug rehabilitation and community partnerships to help more people get the support they need sooner, with funding targeted at:
 - ▶ \$18 million to expand drug treatment, focusing on rehabilitation for users in rural and regional areas; and
 - ▶ \$1.8 million for Needle and Syringe Programs (NSPs) to make harm reduction more effective.
- A focus on helping families, with \$4.7 million in additional support for families and communities to prevent and address the use of ice.

12 Department of Health and Ageing, 04 December 2015, *Taking Action to Combat Ice*, Australian Government

13 Department of Health, 2013, *New directions for alcohol and drug treatment services: A framework for reform*, Victorian Government

14 Department of Premier and Cabinet, March 2015, *Ice Action Plan*, Victorian Government

4 Burden of disease and determinants

4.1 Mental Health

"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."¹⁵

Mental health is an integral and essential component of health and is recognised as a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community.

Mental health and well-being are fundamental to our collective and individual ability to work, play, interact with each other and enjoy life. As such, the promotion, protection and restoration of mental health are essential for individuals and communities.

4.1.1 BURDEN OF DISEASE

The burden of disease associated with mental illness in Australia is large. An estimate of approximately one fifth of adults, or more than 3.6 million people aged 16 to 85 years, experience mental ill-health.¹⁶ Further, close to 600,000 children and youth between the ages of four and 17 are affected by a clinically significant mental health problem.¹⁷ In terms of lifetime prevalence, nearly half of the Australian adult population will experience mental illness at some point, with less than half accessing treatment.¹⁸

Mental illness covers a spectrum of conditions that can vary in both severity and duration. The most common mental illnesses are depression, anxiety and substance use disorders. Less common, and often more severe disorders include schizophrenia, schizoaffective disorder and bipolar disorder.¹⁹

The recent report of the Mental Health Commission,²⁰ *Contributing Lives, Thriving Communities*, identified that approximately 3.1 per cent of the population, or 690,000 people, has a severe mental illness. Specifically, it identified three sub-groups of people in this severe end of the spectrum as shown in Figure 4-1.

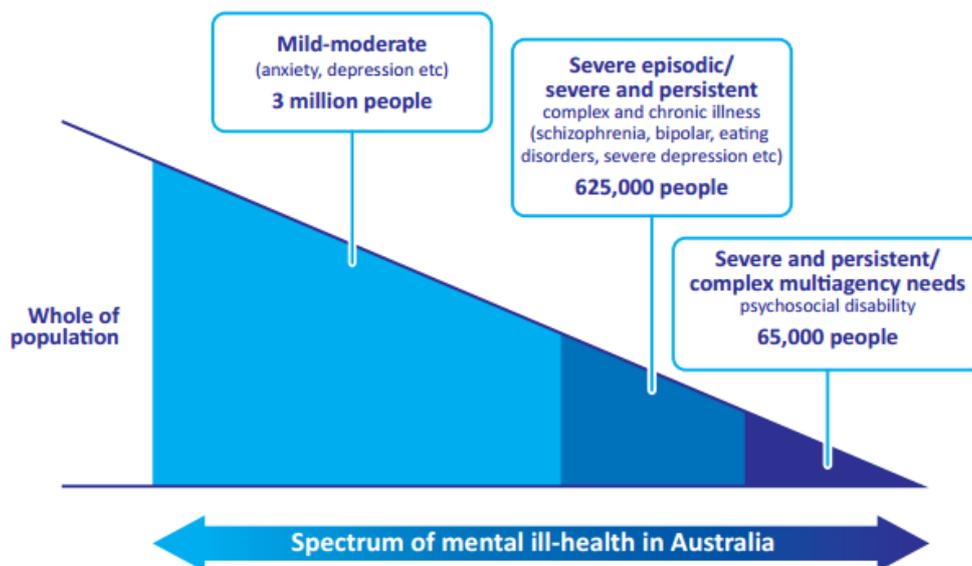
- Subgroup 1 - Severe episodic comprises individuals who have discrete episodes, interspersed with periods of remission (about two-thirds of the overall severe population);
- Subgroup 2 - Severe and persistent illness—individuals with chronic mental illness that causes major limitations on functioning (i.e. very disabling) and is chronic without

15. WHO, Preamble to the *Constitution of the World Health Organization* as adopted by the International Health Conference, New York, 19-22 June, 1946; (No. 2, p. 100) and entered into force on 7 April 1948
16. Australian Bureau of Statistics. National Survey of Mental Health and Wellbeing 2007: Summary of Results. Cat. no. 4326.0. Canberra: ABS, 2008
17. Sawyer MG, Arney FM, Baghurst PA, et al. The Mental Health of Young People in Australia. Canberra: Commonwealth Department of Health and Aged Care, 2000
18. Australian Bureau of Statistics. National Survey of Mental Health and Wellbeing 2007: Summary of Results. Cat. no. 4326.0. Canberra: ABS, 2008
19. Australian Institute of Health and Welfare 2014. Australia's health 2014. Australia's health series no. 14. Cat. no. AUS 178. Canberra: AIHW.
20. National Mental Health Commission, 2014: The National Review of Mental Health Programmes and Services. Sydney: NMHC Published by: National Mental Health Commission, Sydney

remission over long periods. This group represents about one-third of the overall severe population; and

- Subgroup 3 - Severe and persistent illness with complex multiagency needs - this group represents those with the greatest disability among the severe population and who require significant clinical care (including hospitalisation), along with support to manage most of the day-to-day living roles (e.g. housing support, personal support worker domiciliary visits, day program attendance). This group is relatively small (approximately 0.4 per cent of the adult population or 65,000 people) and is likely to be the focus of NDIS Tier 3 individual support packages.

Figure 4-1: Spectrum of mental illness in Australia

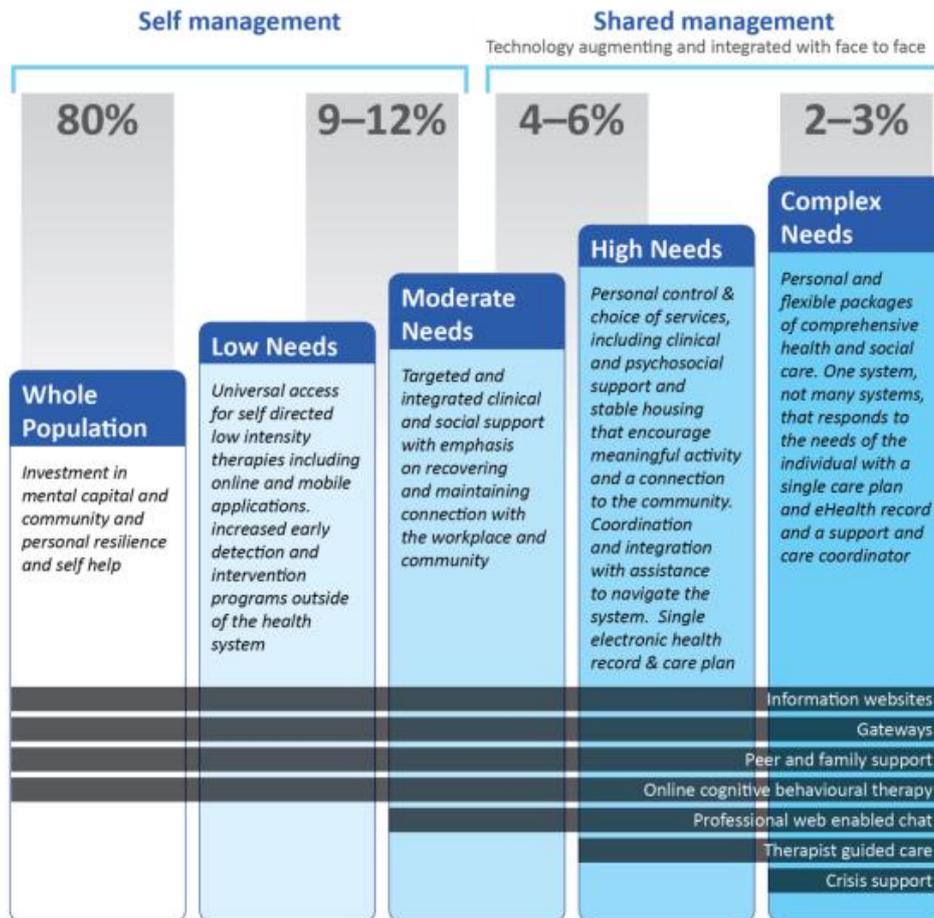


The Commission concluded that a disproportionate share of resources in the current service system is focused on high cost, high severity of illness and that insufficient resources are available for early intervention to prevent development and escalation of mental illness. This lack of timely access to the right care at the right time leads to people missing out on services which could make a difference in maintaining and improving their mental health. It has recommended a stepped care approach to enable services to be available as required by individuals according to their needs and circumstances, which may change over time. Figure 4-2 provides a schematic overview of the stepped care model and the relative proportion of the population with different levels of need.²¹

21 National Mental Health Commission, 2014: The National Review of Mental Health Programmes and Services. Sydney: NMHC, Volume 2, Every Service is a Gateway, page 191



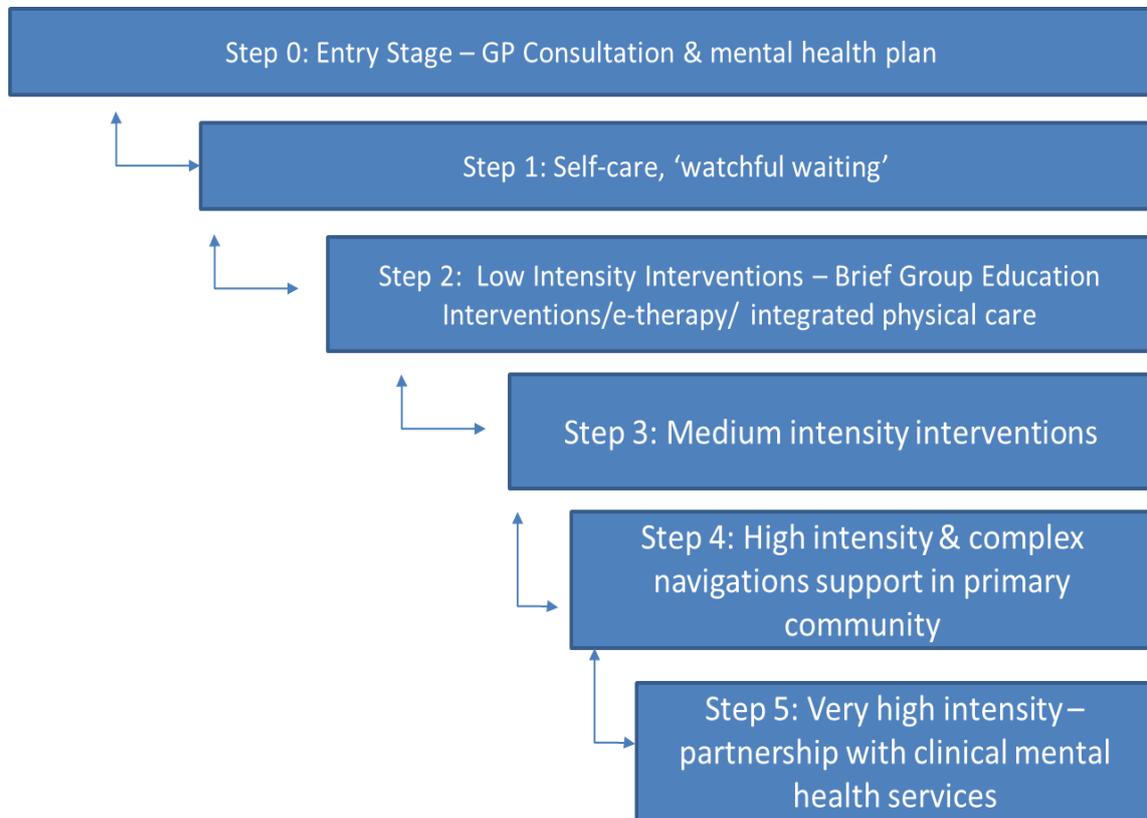
Figure 4-2: Stepped care, with e-mental health service matched to individual need and integrated with other services



The Western Sydney Primary Health Network (WestWent PHN) has developed a proposed conceptual framework for a stepped care model for mental health services which integrates GP services with self-management, e-health, other community-based mental health support services and clinical mental health services (Figure 4-3).

The service generic service descriptions in Section 7 cross references this stepped care model.

Figure 4-3: Stepped care system of mental health support²²



4.1.2 DETERMINANTS OF MENTAL HEALTH

There are manifold social, psychological, and biological factors that determine the level of mental health of a person at any point of time.

It is now recognised that some of the contributing factors to stressors in life that impact on mental health and wellbeing include persistent socio-economic pressures such as job and housing insecurity. The World Health Organisation notes that the clearest evidence is associated with indicators of poverty, including low levels of education.²³

It is also recognised that poor mental health has associations with rapid social change, stressful work conditions, gender discrimination, social exclusion, unhealthy lifestyles, risk of violence, physical ill-health and human rights violations.

Although there are specific psychological and biological factors that make people vulnerable to mental disorders, the contributing factors being assessed in this review relate to the social determinants that can be influenced through policies and programs available within communities.

22. Adapted from: Western Sydney Primary Health Network, High performing mental health in primary care, options for system and funding innovation, November 2015

23. WHO, *Mental Health: strengthening our response*, Fact Sheet (August 2014)



Specifically, it examines those actions that can recognise and address extraneous sources of poor mental health. This includes respecting and protecting basic civil, political, socio-economic and cultural rights of individuals and access to services at all parts of the service spectrum.

There is considerable evidence that demonstrate the link between poverty and mental health.²⁴ The relationship between poor mental health and health inequality within neighbourhoods is noted to be more complex. Nevertheless, there are studies that indicate amongst other issues that:

- Living in neighbourhoods with the highest levels of income equality was significantly associated with better mental health and low deprivation compared with the risk of stress experienced by persons living in deprived areas,²⁵
- Those with mental health problems were more likely to experience poverty: once incapacitated, an individual's socio-economic status was likely to fall further. One study showed a decline in social position and financial circumstances over time in people who were depressed,²⁶
- Additionally, having a mental illness has adverse effects on the ability to earn as it is more difficult to study and achieve qualifications when a person is unwell; and
- It is more difficult to obtain employment due to social stigma and prejudice associated with mental health. Once obtained, there are often difficulties in maintaining employment due the impacts on attendance of their mental health condition. Intermittent short absences were often seen as 'excuses' rather than real reasons and the unpredictability of time off when an illness exacerbates lead to people with mental health issues being deemed to be unreliable employees.²⁷

The National Mental Health Commission identified the multiple and compounding disadvantage faced by people with a mental illness, and highlighted the following: "Aboriginal and Torres Strait Islander people, people living in rural and remote regions, those who are marginalised due to their sexuality, gender, cultural background or their job, people who have difficulties with alcohol or other drugs, people living with an intellectual disability and people who experienced childhood trauma."²⁸

Poorer outcomes are experienced by people with mental illness several domains:

- Higher rates of physical chronic illnesses including diabetes and cardiovascular disease;
- Worse social and economic outcomes for people with mental illness with higher rates of unemployment lower school completion; low income; higher proportion with government pensions and allowances as their main income.

Given the intersection between mental health and substance abuse issues, this in-depth study of drug and treatment services considers the social and environmental data that

24. McGovern P; *Why should mental health have a place in the post-2015 global health agenda?* Int J Ment Health Syst. 2014 Oct 11; 8(1):38. doi: 10.1186/1752-4458-8-38. eCollection 2014.

25. Fone D, Greene G, Farewell D, et al; Common mental disorders, neighbourhood income inequality and income deprivation: small-area multilevel analysis. Br J Psychiatry. 2013 Apr; 202(4):286-93. doi: 10.1192/bjp.bp.112.116178. Epub 2013 Mar 7.

26. Butterworth P, Rodgers B, Windsor TD; Financial hardship, socio-economic position and depression: results from the PATH Through Life Survey. Soc Sci Med. 2009 Jul; 69(2):229-37. Epub 2009 Jun 6.

27. Sainsbury, Irvine, Aston et al, *Mental health and employment*, Social Policy Unit and Institute for Employment Studies for the Department for Work and Pensions (2008)

28. Ibid, Summary report p19



provide an insight into the gaps and service needs within the NWMPHN with regard to *both* mental health and drug treatment services.

4.2 Substance misuse

The use and misuse of licit and illicit drugs is widely recognised in Australia as a major health problem with consequent social and economic costs. *The National Drug Strategy 2010-15* (NDS) provides the framework for a coordinated, integrated approach to drug issues in the Australian community.

The framework is premised on the three pillars of *demand reduction*, *supply reduction* and *harm reduction*, which are applied across all substance types, licit and illicit and across all ages, population groups and settings as appropriate to specific circumstances. The intent of the NDS is to:

“To build safe and healthy communities by minimising alcohol, tobacco and other drug-related health, social and economic harms among individuals, families and communities.”²⁹

4.2.1 BURDEN OF DISEASE

The Turning Point report, *Alcohol's Burden of Disease in Australia*, released in July 2014 noted that based on 2010 estimates, per capita adult alcohol consumption in Australia was 10.42L, with Victoria, South Australia (SA) and New South Wales (NSW) having per capita consumption estimates of less than 10 litres, and Western Australia (WA) and the Northern Territory (NT) having the highest estimates of greater than 12 litres per person per year.³⁰

Figure 4-4: Estimated adult alcohol consumption³¹

State	Mean PCA (litres pure alcohol)*	Up-lifted PCA (litres pure alcohol)	Corrected PCA (litres pure alcohol) †
NSW	5.25	9.68	9.68
VIC	5.20	9.59	9.59
QLD	6.49	11.97	11.03
SA	5.22	9.62	9.62
WA	6.56	12.10	12.37
TAS	5.38	9.91	9.91
NT	8.31	15.32	13.73
ACT	5.51	10.16	10.16
Total (AUS)	5.65	10.42	10.42

* PCA estimated from NDSHS (2010) [46]

29. Ministerial Council on Drug Strategy, *National Drug Strategy 2010-2015 – A framework for action on alcohol, tobacco and other drugs*, February 2011

30. Turning Point, *Alcohol's Burden of Disease in Australia*, 2014

31. Ibid



This level of consumption has been estimated to be responsible for 136,982 Disability Adjusted Life Years (DALYs) in males and 51,556 DALYs in females during 2010. Additionally, alcohol has been estimated to cause 52,036 (YLD) in Australian men and 16,334 YLD in Australian women in 2010. The greatest proportion of YLD (greater than 60%) was due to neuropsychiatric diseases in both males and females. Research in to causal relationships between alcohol and other diseases including cancers has demonstrated that there is sufficient evidence for a causal link between alcohol consumption and cancers of the oral cavity, pharynx, larynx, oesophagus, liver, colon, rectum and breast cancer in females. Additionally, a causal relationship between regular alcohol consumption and high blood pressure levels has also been established.

Burden of disease relating to drug abuse has been examined in terms of fatal burden of disease. The AIHW has noted that for adults aged 25–44, the leading disease groups of fatal burden resulted from deaths due to road traffic accidents, suicide, poisoning, coronary heart disease, stroke, bowel cancer, breast cancer and drug use disorders (excluding alcohol).³²

4.2.2 DETERMINANTS OF SUBSTANCE MISUSE

There are many environmental and individual factors, including genetics that contribute to substance abuse and addiction. Although, an individual's genetic makeup will contribute to the increased likelihood of drug abuse and addiction it is recognised that environmental risk factors also have an impact. This includes the availability of drugs, poverty, social changes, peer influences, employment status, type of occupation and cultural attitudes.

Specific exogenous factors that may affect an individual's risk profile include: being a victim of child abuse, personality disorders, drastic changes in family situation, academic stress, social deprivation, depression, and suicidal behaviour. Young people can also be influenced by peer pressure, separation from family and friends, academic performance pressures.

There is strong evidence of an association between social determinants—such as unemployment, homelessness, poverty, and family breakdown — and drug use. For example, there is evidence that alcohol, tobacco and other drug use among homeless people is common.

It is also recognised that socio-economic status has been associated with drug-related harms such as foetal alcohol syndrome, alcohol and other drug disorders, hospital admissions due to diagnoses related to alcoholism, lung cancer, drug overdoses and alcohol-related assault.

In considering substance misuse amongst particular groups within the community, it is recognised that smoking is the primary cause of chronic disease among Aboriginal and Torres Strait Islander peoples. In 2003, smoking was responsible for one-fifth of deaths and accounted for 12 per cent of the total burden of disease among Aboriginal and Torres Strait Islander peoples. In 2004–05, 55 per cent of Aboriginal and Torres Strait Islander peoples

32. AIHW, *Fatal burden of disease in Australia 2010*



aged 18 years and over reported drinking at short-term risky or high risk levels on at least one occasion in the previous 12 months.³³

There is increasing awareness that some culturally and linguistically diverse (CALD) populations may also have higher rates of, or are at higher risk of, drug use. For example, some members of new migrant populations from countries where alcohol is not commonly used may be at greater risk when they come into contact with Australia's more liberal drinking culture.

The links between substance misuse and mental health are also well recognised, with thirty-five per cent of people who use drugs also have a co-occurring mental illness.

33. Ministerial Council on Drug Strategy, *National Drug Strategy 2010-2015 – A framework for action on alcohol, tobacco and other drugs*, February 2011, p6



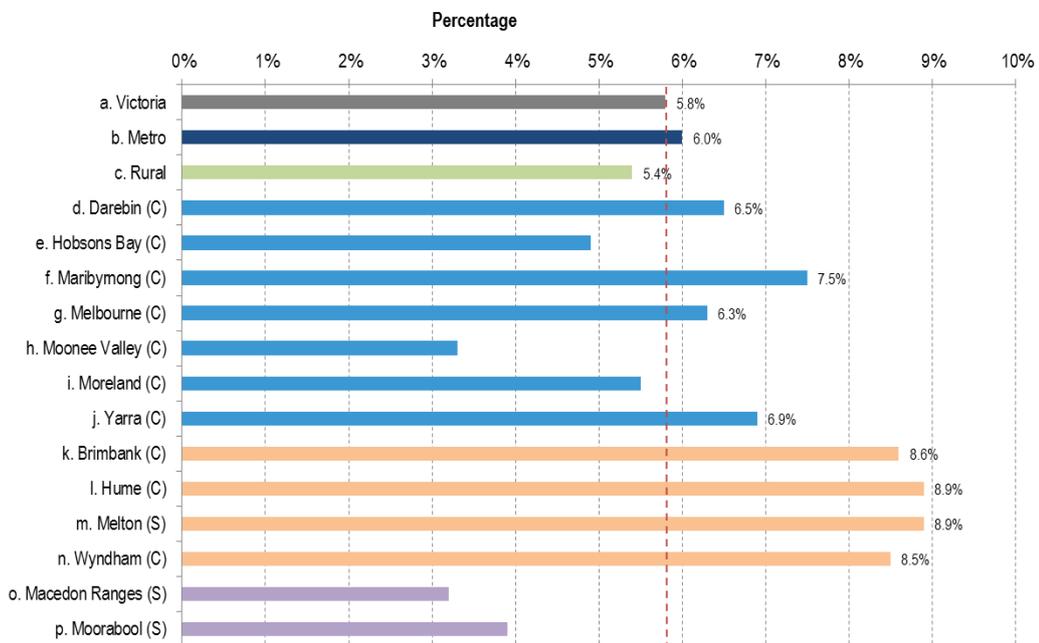
5 Mental health – population needs analysis

5.1 Community indicators and risk factors

Community indicators including basic information relating to unemployment, mortgage and rental stress and homelessness provide insights to risk factors that influence mental health within a community. As previously noted many community and social indicators that impact on mental health and wellbeing are also directly relevant to substance misuse as such these will not be repeated in relation to alcohol and drug services but will be assumed as pertinent.

As evidenced in Figure 5-1 there are several LGAs within the NWMPHN catchment that have higher rates of unemployment compared with the State rate of 5.8%. The City of Hume and the Shire of Melton have the highest rates, both at 8.9%. This also corresponds to the LGAs that have the greatest numbers of disability pension recipients per 1,000 eligible population with the City of Hume having the highest rate at 70.4 per 1,000 and the Shire of Melton at 58.1 per 1,000 compared with the State rate of 54.9 per 1,000 (Figure 5-2). It is therefore unsurprising that mortgage and rental stress is also highest in the City of Hume followed by City of Brimbank and Shire of Melton (Figure 5-3).

Figure 5-1: Unemployment rate (2013)³⁴



34. Commonwealth Department of Employment, Small Area Labour Markets (December Quarter 2013)



Figure 5-2: Disability pension recipients per 1,000 eligible population (2013)³⁵

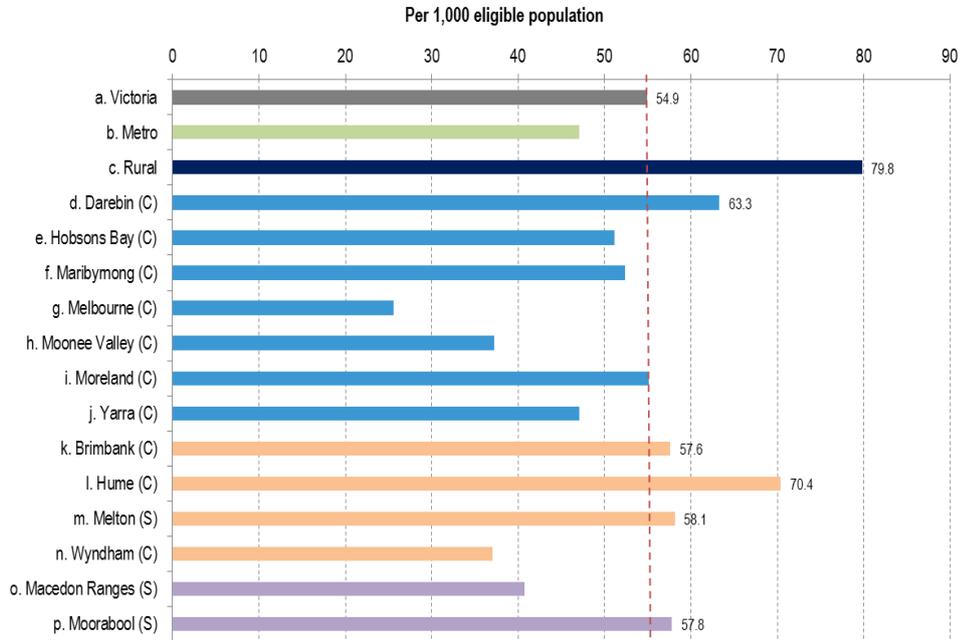
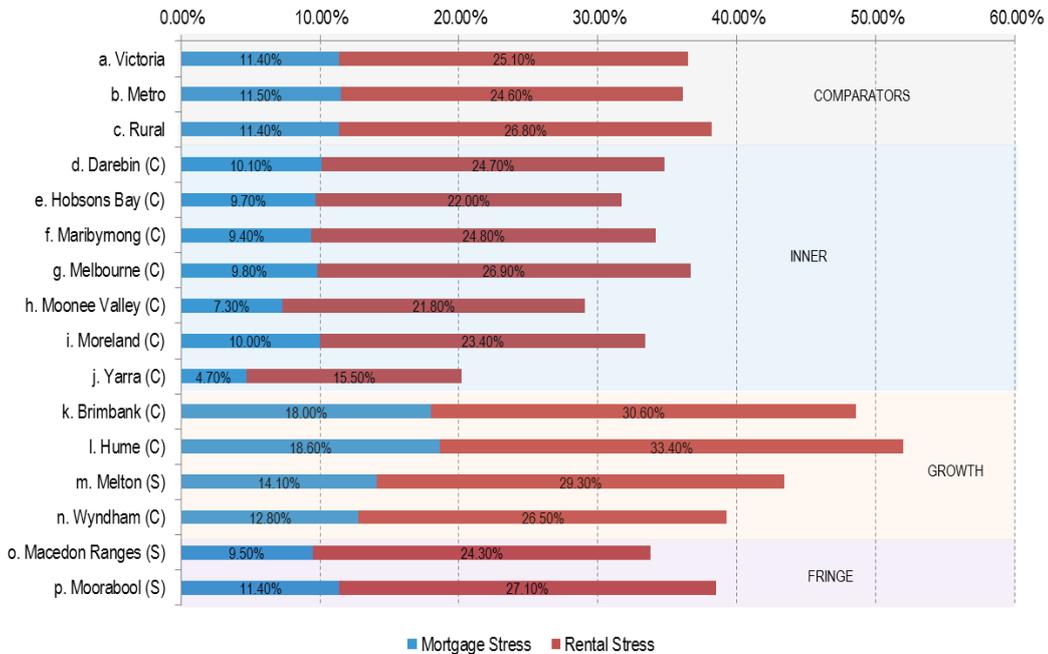


Figure 5-3: Mortgage and Rental Stress (2011)³⁶



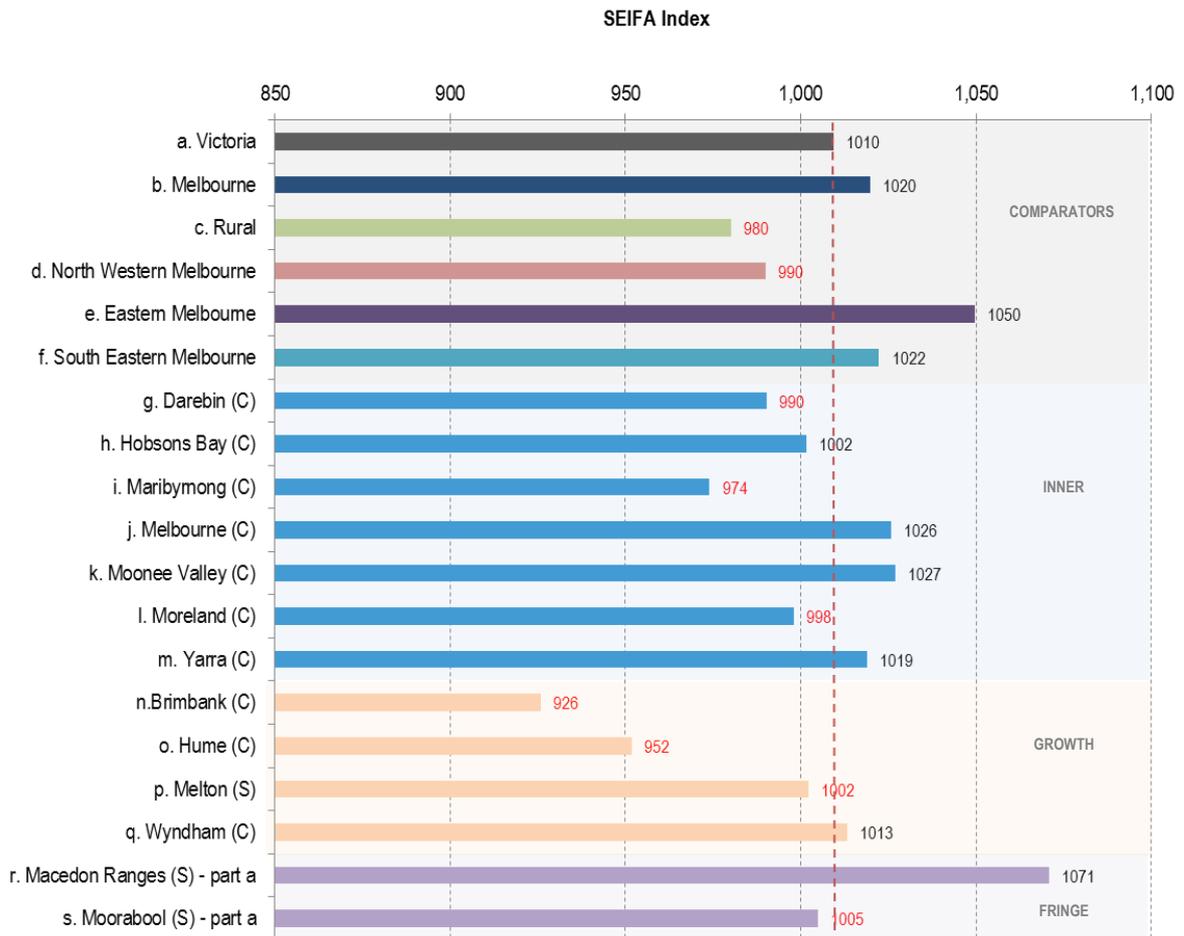
35. ABS - Centrelink data, 2012 Estimated Resident Population (December Quarter 2013)
 36. PHIDU, Social Atlas of Victorian Local Government Areas based on data from 2011 Census



5.1.1 SOCIO-ECONOMIC INDEX FOR AREAS (SEIFA)

The SEIFA Index provides a standardised means for assessment of the socio-economic status of Australian communities. In compiling the SEIFA index, the ABS defines relative socio-economic advantage and disadvantage in terms of people’s access to material and social resources, and their ability to participate in society. The Index has a base of 1,000 for Australia. Scores above 1,000 indicate relative advantage and those below indicate relative disadvantage. Figure 5-4 shows that there is considerable variation in the SEIFA index between the catchment LGAs and highlights the correspondence of disadvantage noted in the indicators discussed above with regard to Brimbank and Hume. It is noteworthy that the North Western Melbourne PHN has the lowest SEIFA rate when compared with Eastern and Southern Melbourne PHNs.

Figure 5-4: SEIFA Index of Relative Socio-economic Disadvantage (2011)³⁷



37. PHIDU, ABS 2011 Census data

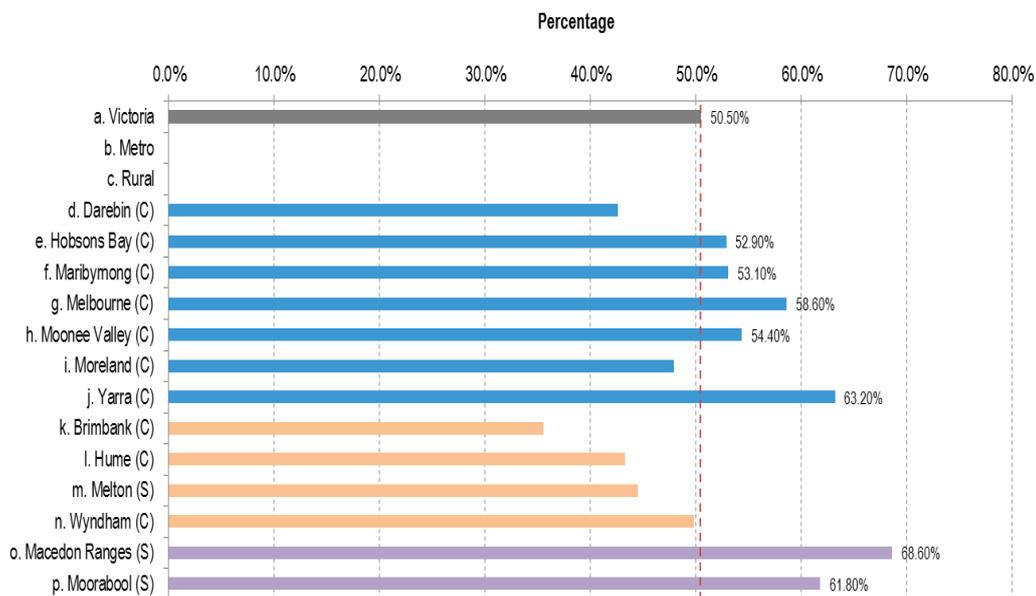


Other indicators such as citizen engagement provide an insight into how involved individuals function within their community, given that people who suffer from anxiety or depression tend to withdraw from social engagement and become isolated. As such community participation and social networking can be useful proxy indicators to state of mental health and wellbeing of individuals.

The VicHealth Indicators Survey 2011 examined the percentage of LGA respondents who indicated they participated in activities such as attending a town meeting, met with or sent a letter to any local politician, joined a protest or signed a petition. The response rate for LGAs within the catchment indicates that parts of the catchment were significantly more engaged with their community (Shire of Macedon Ranges) than other areas (City of Brimbank) – refer Figure 5-5. This is also consistent with the other measures of community strength such as volunteerism (Figure 5-6).

However, if this is compared with the levels of social networking used to organise time with friends and family (Figure 5-7) there is a greater consistency across the LGAs within the catchment and in comparison with the Victorian rates.

Figure 5-5: Participation in citizen engagement in last year (2011)³⁸



38. VicHealth Indicators Survey 2011



Figure 5-6: People aged 15 years and over who participated in voluntary work (2011)³⁹

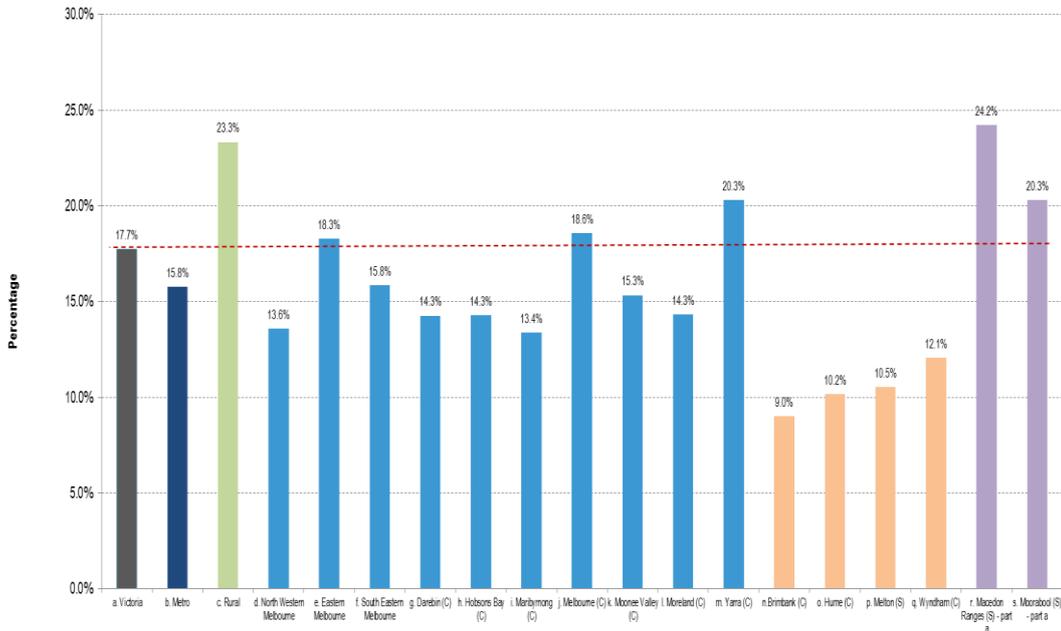
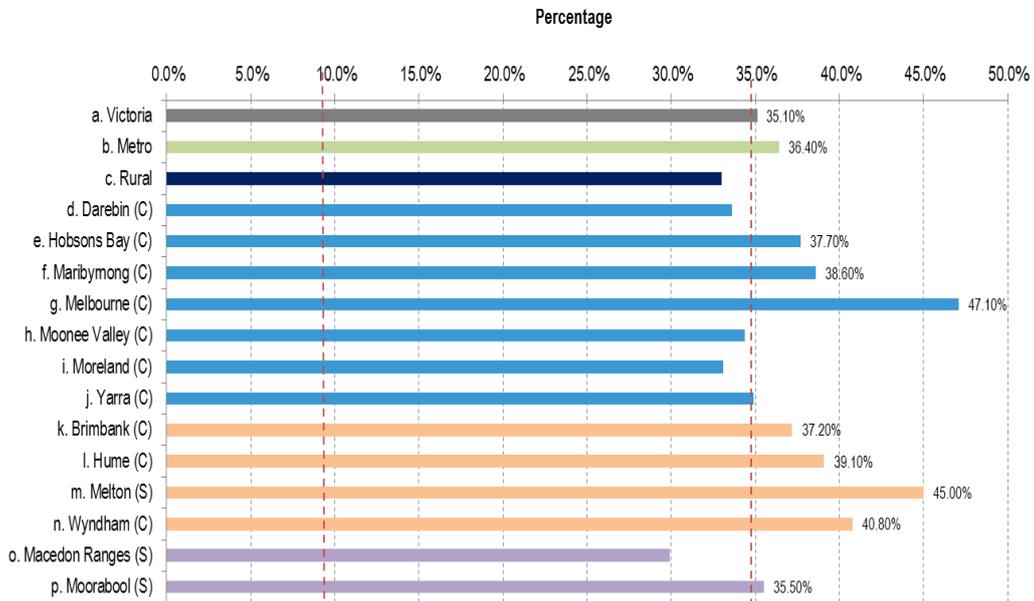


Figure 5-7: Social networking used to organise time with family/friends (2011)⁴⁰



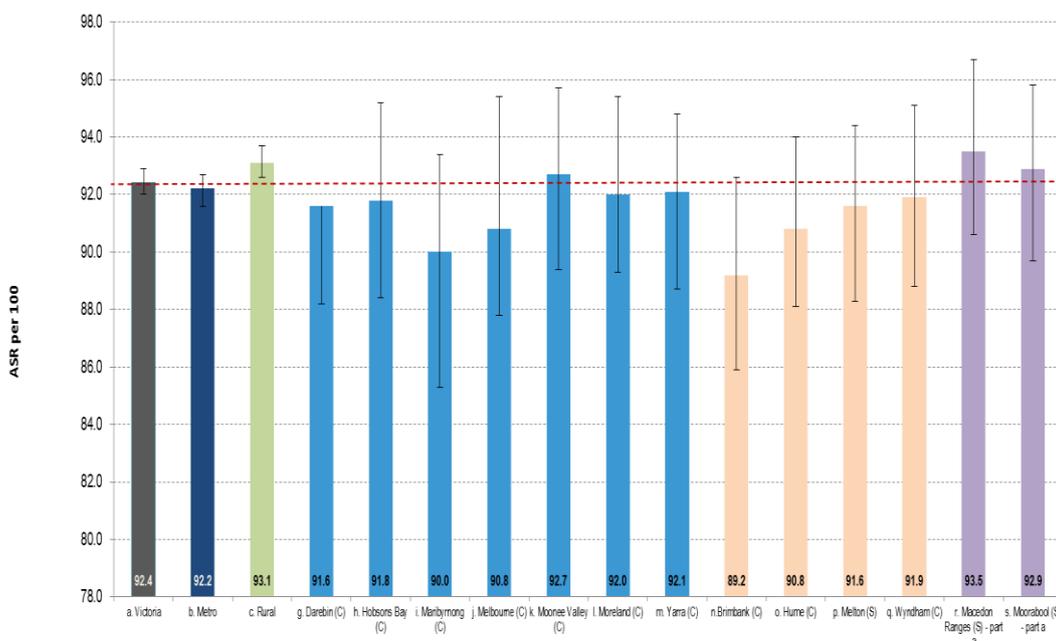
39. ABS – 2011 Census of Population and Housing, Basic Community Profile
 40. Ibid



There is general acceptance that social connectedness has a beneficial role in maintaining and enhancing psychological wellbeing.⁴¹ As such, there are a number of other social indicators can be used as proxy measures for assessing strength of community and support and thus as potential determinants to mental health and wellbeing and triggers for substance abuse include support networks.

Available data used in this context includes individuals who are able to get support at times of crisis from persons outside their household. Although there is no statistically significant variation in the data illustrated in Figure 5-8, the raw ASR per 100 suggests that residents within the LGAs of Brimbank and Hume, together with Maribyrnong are less well supported in times of crisis from persons outside their households.

Figure 5-8: Modelled estimates, persons aged 18 years and over who are able to get support in times of crisis from persons outside the household (2010)⁴²



Conversely, there is marginal variation across LGA in relation to persons who provide support to other relatives living outside the household (Figure 5-9).

Based on information from the VicHealth Indicators Survey conducted in 2011, it is also noteworthy that there are a number of LGAs within the NWMPHN catchment that have an inadequate work-life balance. This includes people in the Shire of Moorabool that indicates 62.4% of the population has poor work-life balance. Other LGAs that have a poorer rate than the State rate of 46.9% include Hume, Maribyrnong, Melton and Wyndham which all have rates above 50% (Figure 5-10).

41. Kawachi, I & Berkman LF, *Social Ties and Mental Health*, Journal of Urban Health, September 2001, Vol 78, issue 3, pp458-467
 42. PHIDU, based on 2011 Census data



Figure 5-9: Modelled estimates, persons aged 18 years and over (or partner) who provide support to other relatives living outside the household (2010)⁴³

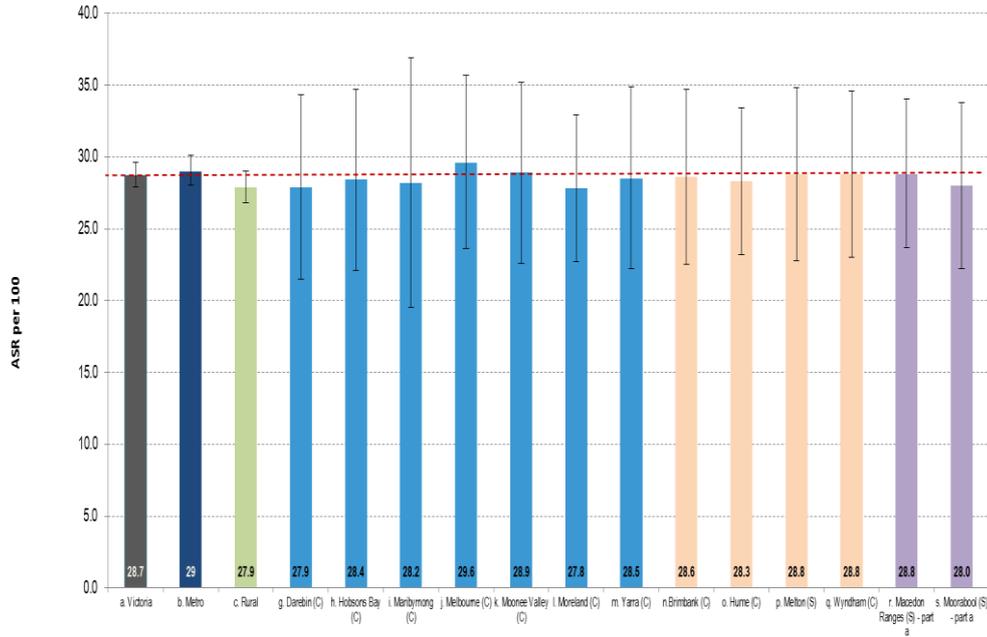
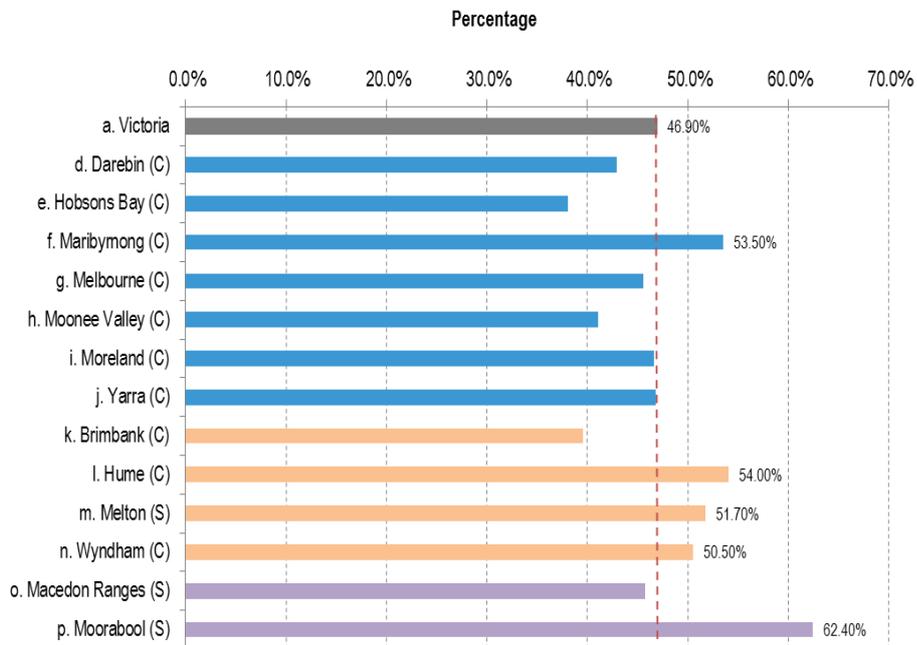


Figure 5-10: Persons with inadequate work-life balance (2011)⁴⁴



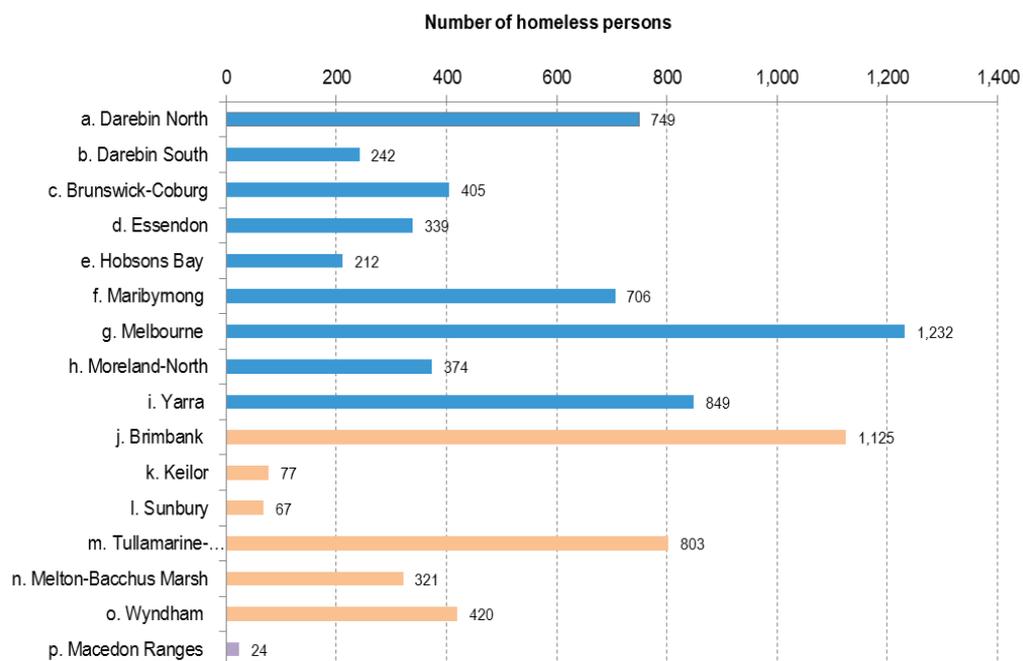
43. Ibid
 44. VicHealth Indicators Survey 2011



Homelessness is another strong risk factor for mental ill-health and substance misuse within a population. Indeed there is strong research to support the inter-relationship between homelessness and mental health and substance abuse.

The 2010 AHURI report on homelessness highlights evidence that suggested that people who were homeless were more likely to experience mental health conditions.⁴⁵ Additionally, the report noted the prevalence of substance abuse disorders amongst homeless people that exceeded general population estimates. In this context it is noteworthy that the NWMPHN catchment has significant pockets of homelessness (Figure 5-11).⁴⁶

Figure 5-11: Census of Population and Housing: Estimating homelessness – All Homeless Persons by Statistical Area Level 3 (2011)⁴⁷



As noted in the previous section, there are a number of exogenous determinants that contribute to mental ill-health and drug misuse. Amongst these is domestic violence and behavioural stresses such as the financial implications of gambling.

As evident from Figure 5-12, there are four LGAs within the catchment that have higher rates of family violence incidents as available from Victoria Police, than the Victorian rate of 10.8 per 1,000 population. The rate in the Hume LGA being the highest at 14.3/1,000 population which is marginally higher than the rural Victorian rate of 14.1/1,000 population. The rate in the City of Melton (12.4/1,000), City of Moorabool (11.7/1,000) and City of Wyndham (11.3/1,000) are also higher than the Victorian rate.

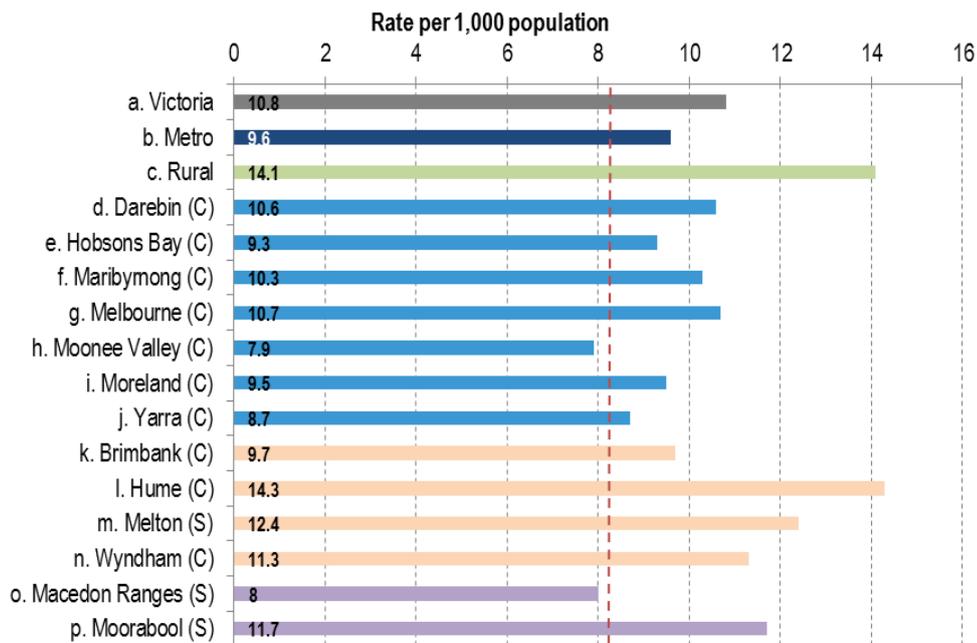
45. AHURI, *The integration of homelessness, mental health and drug and alcohol services in Australia*, authored by Paul Flatau, Elizabeth Conroy, Anne Clear and Lucy Burns, August 2010
 46. The information in Figure 2 -11 is not available by LGA and is therefore presented by Statistical Area Level 3 but indicates the Inner, Growth and Fringe areas as presented for other information.
 47. ABS, *Census of Population and Housing: Estimating homelessness, 2011*



It is generally recognised that financial stress is also a contributor to mental health issues and substance misuse. In this context, there are several LGAs within the NWMPHN that have higher proportions of households experiencing either mortgage or rental stress. In particular, the City of Hume LGA which has significantly higher proportion of households that experience rental stress (33.4%) compared with the Victorian rate of 25.1%. The City of Hume also has higher rates of mortgage stress at 18.6% of households compared with the Victorian rate of 11.4%. As previously noted (Figure 5-3), the City of Brimbank also has a higher rate of mortgage stress at 18%.

There are also a number of LGAs within the catchment that have high rates of gaming machine losses per head of adult, including the City of Brimbank that has a rate of \$903/per head of adult compared with the Victorian rate of \$549 per head (Figure 5-13). Several other LGAs within the catchment are also at rates well above the Victorian rate.

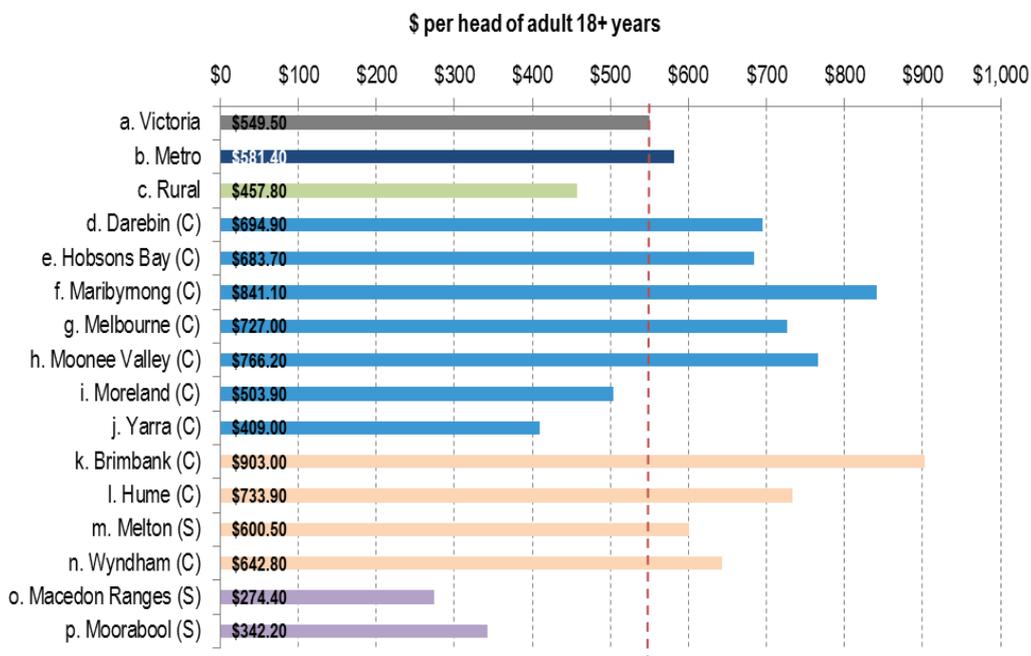
Figure 5-12: Family violence incidents per 1,000 pop'n (2012-13)⁴⁸



48. Vic Pol statistics, based on 2012 ABS Estimated Resident Population



Figure 5-13: Gaming machine losses per head of adult (18+) population⁴⁹



5.2 Population groups

There are particular population groups and characteristics of population groups that are recognised as creating greater vulnerability in the context of mental health and drug and alcohol related services. These include asylum seekers and refugees, people of diverse ethnicity and language groups and children and adolescents amongst others.

5.2.1 HUMANITARIAN ARRIVALS

It is generally recognised that many refugees and asylum seekers have multiple and complex physical and psychological health issues, resulting from trauma and torture, deprivation and prolonged poverty, periods in immigration detention, and poor access to healthcare. In this context, it is noteworthy that two of the LGAs within the catchment have a very high proportion of humanitarian arrivals as a percentage of new settlers when compared to Victorian rate, or the higher rate, for rural Victoria.

Specifically, the LGA of Hume, which has 29.6% of new settlers being humanitarian arrivals and Brimbank which has 16.7%, compared with the Victorian rate of 7.2% or the rural Victorian rate of 13.6% - Figure 5-14.

A person's cultural background will also affect how they interpret and respond to life experiences. Cultural values and personal circumstances will influence whether a person seeks support primarily from friends and family or from professional services. As evidenced

49. Victorian Commission for Gambling and Liquor Regulation, People 18 years of age or older (2012-2013)



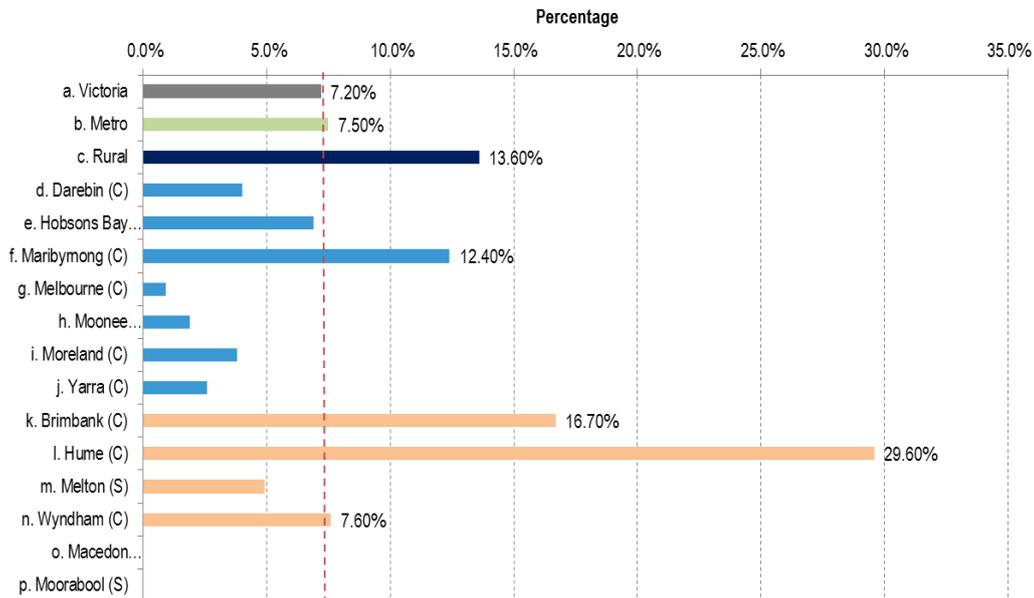
in Figure 5-15, Darebin City has considerably larger numbers of new settlers per 100,000 than other LGAs within the catchment and when compared with rates for Victoria as a whole.

Another issue that may affect the mental health of many Australians is racism or community acceptance of cultural diversity. It is recognised that lack of community acceptance or racist behaviour may result in people withdrawing from contact with others, including being afraid of going to school or work. This can also increase the risk of mental health problems such as depression, anxiety and substance use.

It is therefore noteworthy that there are several LGAs within the NWMPHN catchment that have a lesser rate of community acceptance of cultural diversity than the Victorian average of 50.6%. This is based on the percentage of the LGA population who disagreed or strongly disagreed with the statement: *"Australia is weakened by people from various racial, cultural, ethnic and religious backgrounds sticking to their old ways"*.

Significantly, there are seven LGAs of the 13 that had lesser rates than the State rate of acceptance of cultural diversity. Perhaps unsurprisingly, the City of Hume which has the very high rate of humanitarian settlers also has the least acceptance of cultural diversity at 38% (Figure 5-16).

Figure 5-14: Humanitarian arrivals as a percentage of new settlers per 100,000 population (2012-13)⁵⁰



50. Settlement Database, DIAC; 2012 Estimated Resident Population, ABS



Figure 5-15: New settler arrivals per 100,000 population (2012-13)⁵¹

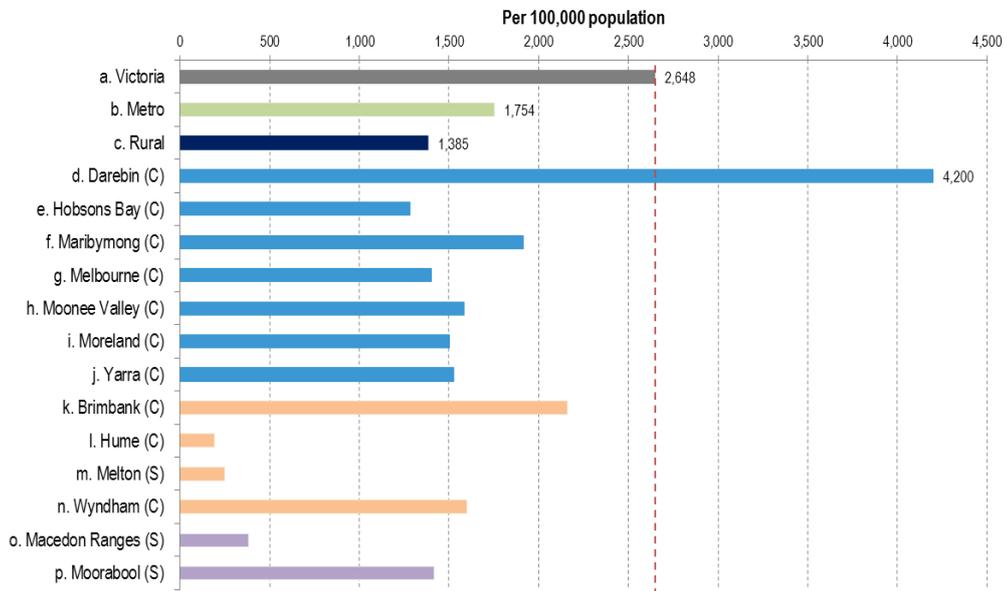
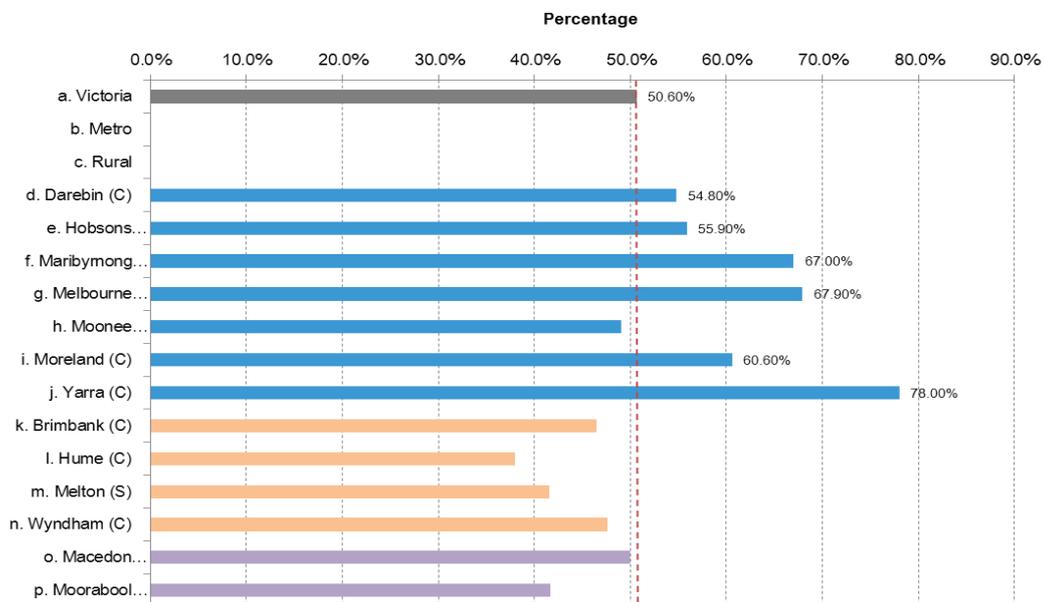


Figure 5-16: Community acceptance of diverse cultures (2011)⁵²



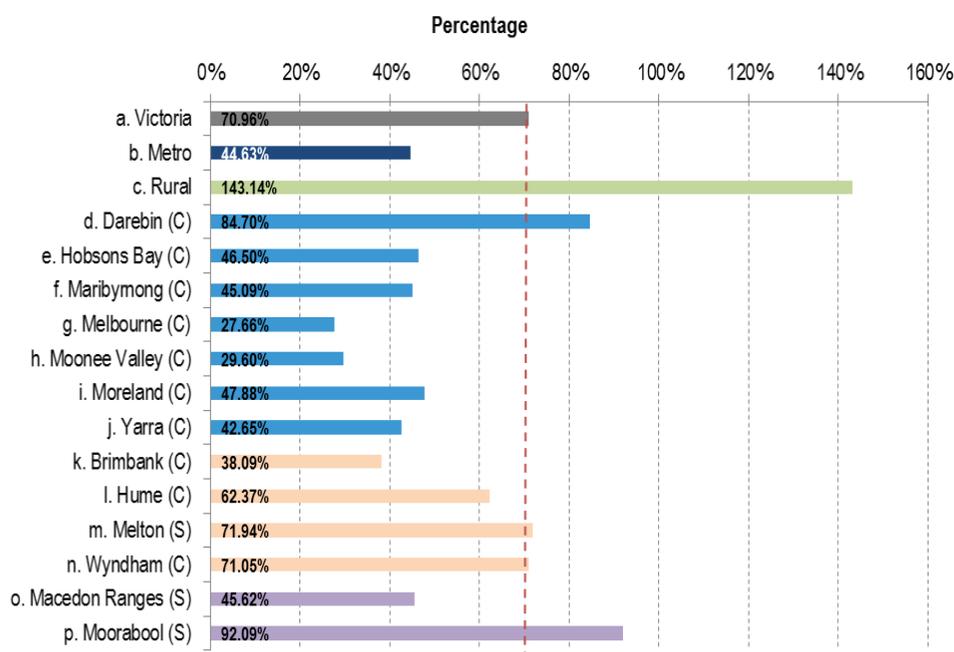
51. Ibis
 52. VicHealth Indicators Survey 2011



5.2.2 ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

The NWMPHN catchment also has two LGAs (Moorabool 0.92% and Darebin 0.85%) that have a higher proportion of Aboriginal and Torres Strait Islander residents than the Victorian rate (0.71%) – (Figure 5-17). This is noteworthy given the specific initiatives identified for integrating Aboriginal and Torres Strait Islander mental health and social and wellbeing services in the recent Federal Government response to the Review of Mental Health Programs and Services.

Figure 5-17: Aboriginal status (2011)⁵³



5.2.3 CHILDREN AND ADOLESCENTS

There is an increasing evidence base that shows that exposure to domestic violence, either as a ‘witness’ or as a victim of abuse, has psychological and behavioural impacts on children. This research literature as cited by the Australian Institute of Criminology notes that this can include, depression, anxiety, trauma symptoms, increasing aggression, antisocial behaviour, lower social competence, temperamental problems, lower self-esteem, the presence of pervasive fear, mood problems, loneliness, school difficulties, peer conflict, impaired cognitive function and/or increased likelihood of substance abuse.⁵⁴

In this context it is noteworthy that there are a number of LGAs within the NWMPHN that have high proportions of children on child protection orders. This includes 19.4/1,000 population in the City of Melbourne, 9.3/1,000 in the City of Yarra and 7.2/1,000 and 6.8/1,000 in the Cities of Yarra and Darebin respectively, compared with the Victorian rate of 5.2/1,000 and the metropolitan Melbourne rate of 3.9/1,000 (Figure 5-18).

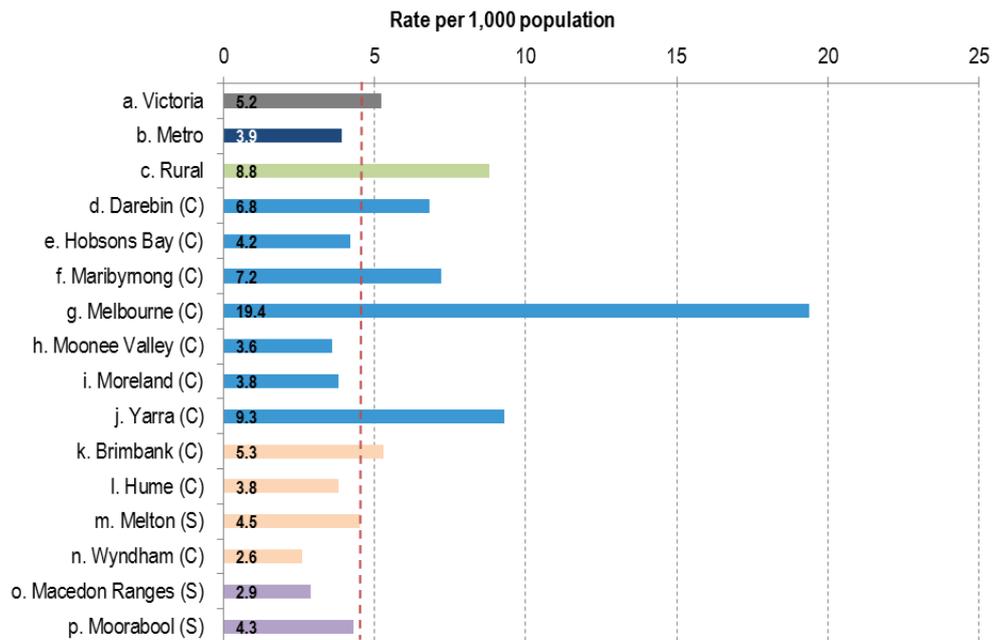
53. PHIDU, ABS Census data (2011)

54. ACI, Trends & Issues in crime and criminal justice, *Children’s exposure to domestic violence in Australia*, No 419 June 2011



There are also higher rates of substantiated child abuse within the City of Yarra at 7.7/1,000 population compared with the Victorian rate of 6.7/1,000 and the metropolitan Melbourne rate of 5.6/1,000 (Figure 5-19).

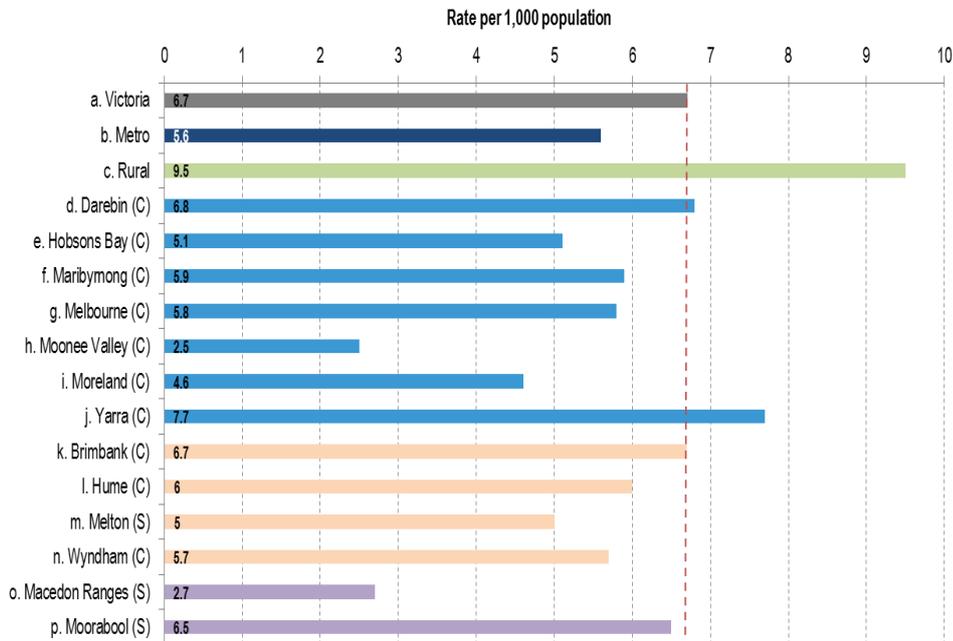
Figure 5-18: Rate of children on child protection orders per 1,000 population (2010)⁵⁵



55. DHS, extracted from the Victorian Child and Adolescent Monitoring System (VCAMS) portal.



Figure 5-19: Rate of substantiated child abuse per 1,000 population (2010-11)⁵⁶



Although there are a number of LGAs that have higher than Victorian rates for children with emotional or behavioural problems at school entry, they do not directly correlate with the LGAs that have higher domestic violence and child protection order rates. There is nevertheless a correlation with determinants previously discussed relating to impacts of being a refugee and families enduring financial hardship amongst other issues. The LGAs with children with emotional or behavioural problems at higher rates than either the Victorian rate (4.3%) or metropolitan Melbourne rate (3.9%) include the City of Hume (5.5%), Shire of Melton (5.4%), City of Wyndham (5.2%) and Shire of Moorabool (4.7%) – refer Figure 5-20.

A number of LGAs within the NWMPHN also have higher proportions than the Victorian rate (17.9%) of adolescents who reported being bullied at school. This includes Shire of Moorabool at 21.8%, the City of Hume (20.5%), Shire of Melton (20.1%), Shire of Macedon Ranges Shire (19.4%) and the City of Wyndham 18.9% (Figure 5-21).

56. Ibid



Figure 5-20: Children with emotional or behavioural problems at school entry (2012)⁵⁷

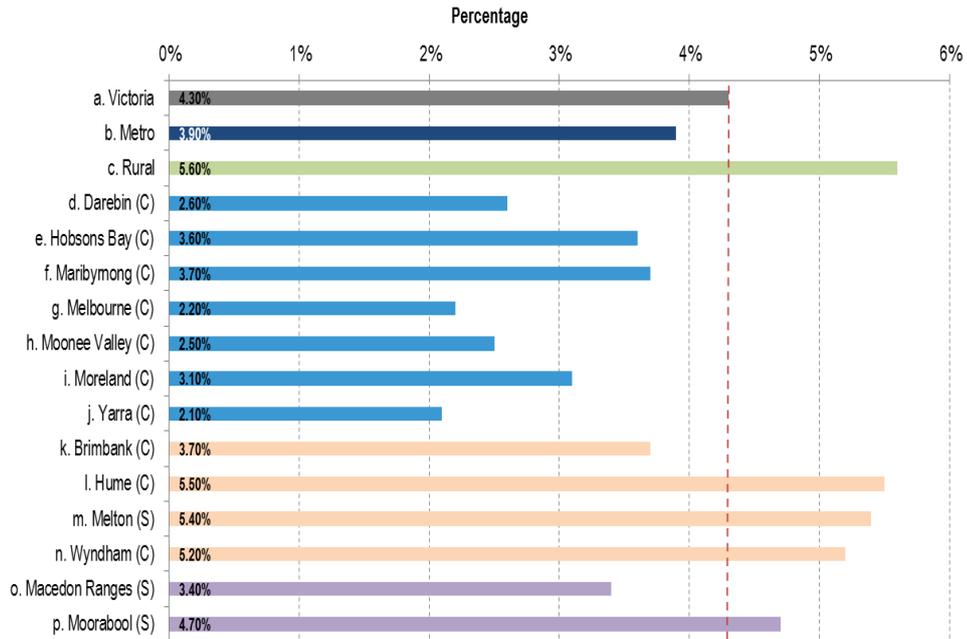
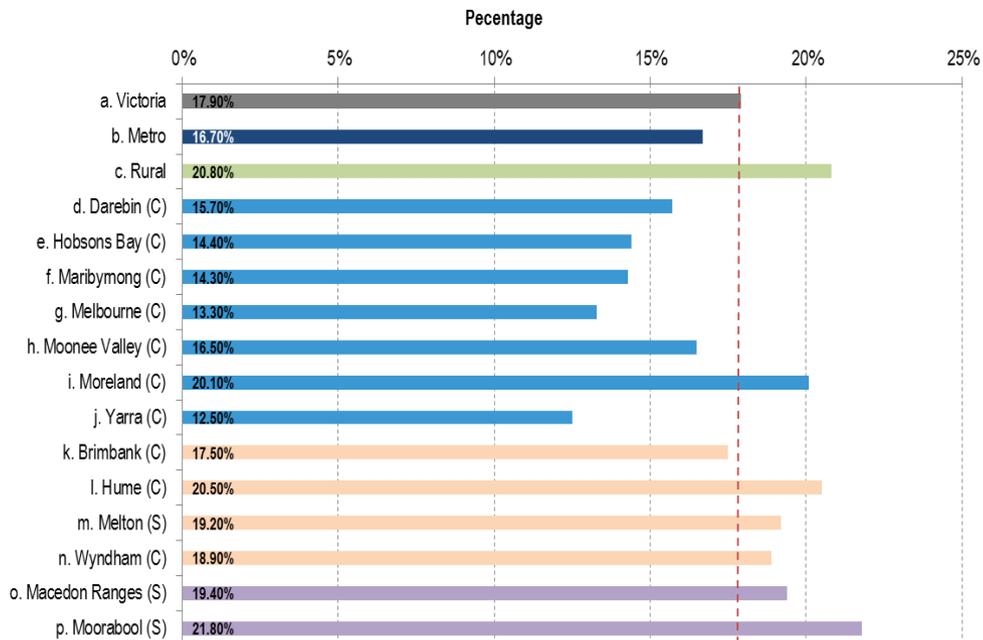


Figure 5-21: Adolescents who report being bullied (2013)⁵⁸



57. DEECD, extracted from the Victorian Child and Adolescent Monitoring System (VCAMS) (2012)

58. Ibid (31 December 2013)



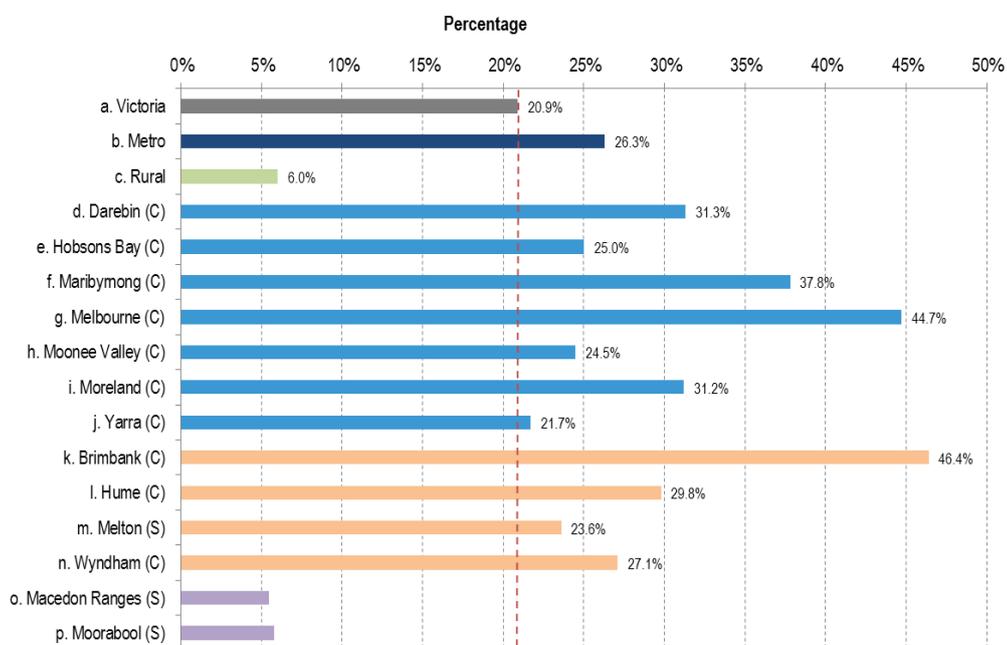
5.2.4 NON-ENGLISH SPEAKING BACKGROUND (NESB)

There is increasing evidence to indicate that there are greater needs in primary care for NESB population groups. For example, the American Psychological Association notes that “primary care that includes mental health screenings and treatments that take into account a patient’s language and cultural background can help address mental health care disparities among ethnic minorities...”⁵⁹ This assessment holds true for mental health services anywhere and as such should be taken into consideration in undertaking service planning and service development in any context.

As such it is noteworthy that all LGAs within the inner and growth areas of the NWMPHN have a higher proportion of the population born in NESB countries than the Victorian rate of 20.9%. The highest proportions, with almost half the population, are in the City of Brimbank (46.4%) and City of Melbourne (44.7%) (Figure 5-22). These same LGAs all have high proportions of language other than English spoken at home with the City of Brimbank at 59.7% as compared with the Victorian rate of 24.2% and five other LGAs at higher than 40% (Figure 5-23).

Additionally, there are a number of LGAs within the catchment that have higher rates than the Victorian rate (4%) of low English proficiency, with the City of Brimbank having the highest rate at 13.4% of the population (Figure 5-24).

Figure 5-22: Percentage of population born in a non-English speaking country (2011)⁶⁰



59. APA, *Ethnic Minorities Still Receiving Inferior Mental Health Treatment*, APA Journal, December 2014

<http://www.apa.org/news/press/releases/2014/12/inferior-treatment.aspx>

60. 2011 Census of Population and Housing, ABS. Basic Community Profile



Figure 5-23: Percentage of population that speak a language other than English at home (2011)⁶¹

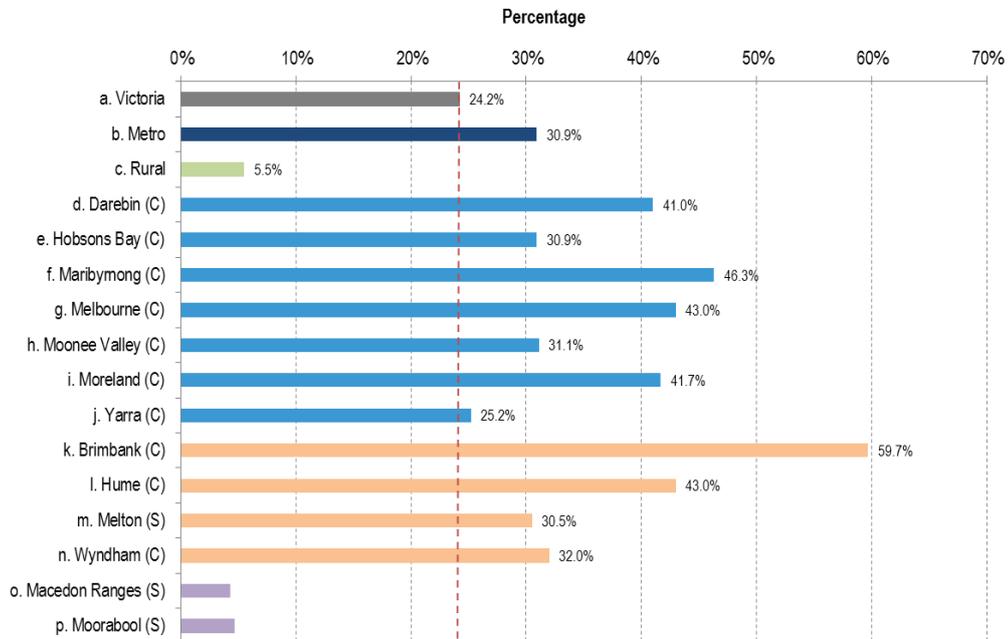
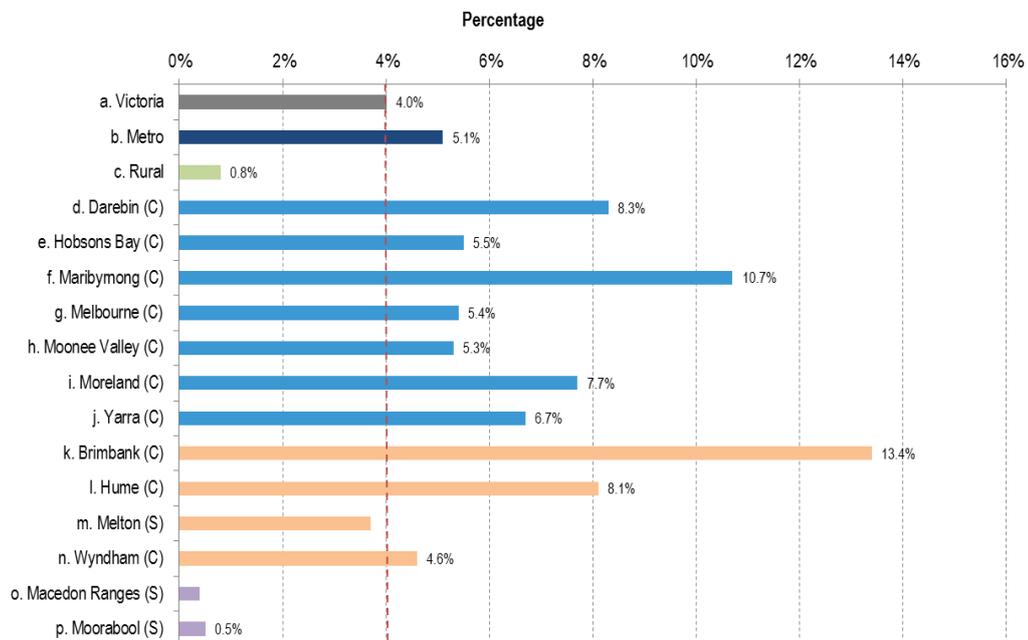


Figure 5-24: Percentage of population with low English proficiency (2011)⁶²



61. Ibid
 62. Ibid



5.3 Self-reported health status

Self-assessed health status is a commonly used measure of overall health reflecting an individual's perception of his or her own health at a given point in time. Despite concerns about subjective measures of health, the use of self-assessment remains a measure frequently utilised by researchers. In part this is due to the ease of data collection via this measure and in part the observed correlation between self-assessed health and objective measures of health. It is therefore a useful measure of both a person's current health status, as well as providing a broad picture of a population's overall health.

The information presented in Figure 5-25, is in response to a question to persons aged 15 years and over as part of the National Health Survey 2011-12, who were asked to rate their health on a scale from 'excellent', through 'very good', 'good' and 'fair', to 'poor' health. The data shows those respondents who rated their health as fair or poor.

It is noteworthy and statistically significant that seven LGAs within the NWMPHN responded that their health was "fair", to 'poor' as compared with 'excellent', through 'very good', or 'good'. These LGAs included Brimbank, Hume, Darebin, Moreland, Maribyrnong, Melton and Hobson's Bay.

Figure 5-26 illustrates information from the Victorian Population Health Survey in relation to the percentage of persons who were categorised as experiencing high or very high psychological distress. It is noted that the Kessler 10 Psychological Distress Scale (K10) was used during survey interviews. The K10 is a set of 10 questions designed to categorise the level of psychological distress over a 10 week period, and is a simple measure of anxiety, depression and worry.

Individuals are categorised to four levels of psychological distress based on their score: low, moderate, high and very high.

Based on the information in Figure 5-25, there are seven LGAs within the NWMPHN that have higher proportions of people experiencing high or very high psychological distress based on the K10 scale as compared with the Victorian proportion of 11.1%. This includes the Shire of Melton at the highest at 20.7%, City of Hume at 15.9%, Cities of Brimbank and Moreland both at 14.4%, City of Hobson's Bay at 12.1%, Shire of Moorabool at 11.9% and the City of Darebin 11.7%.



Figure 5-25: Estimated population aged 15 years and over, with fair or poor self-assessed health (2011-13)⁶³

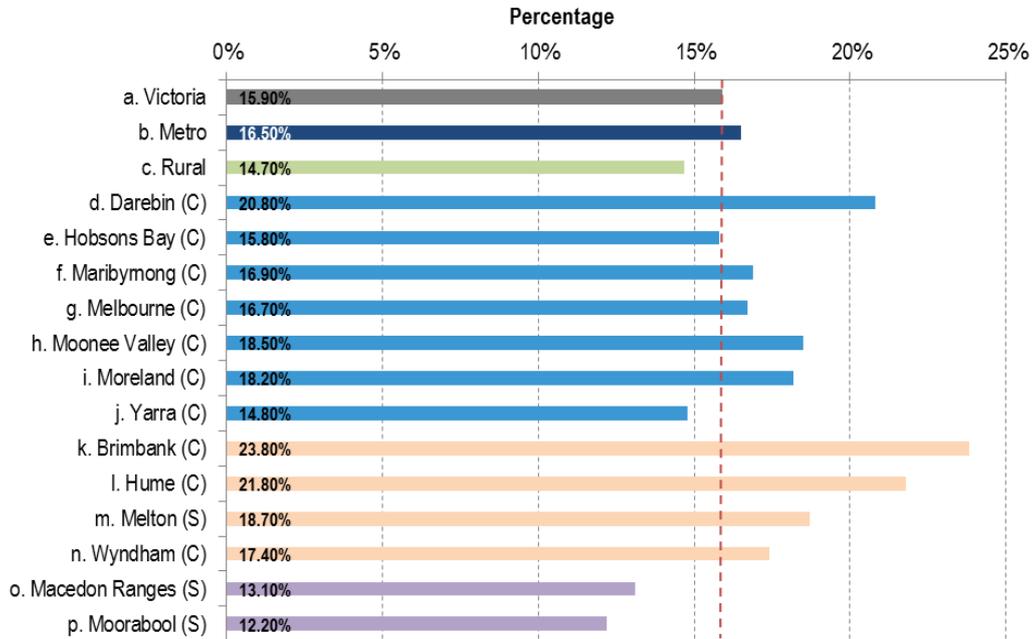
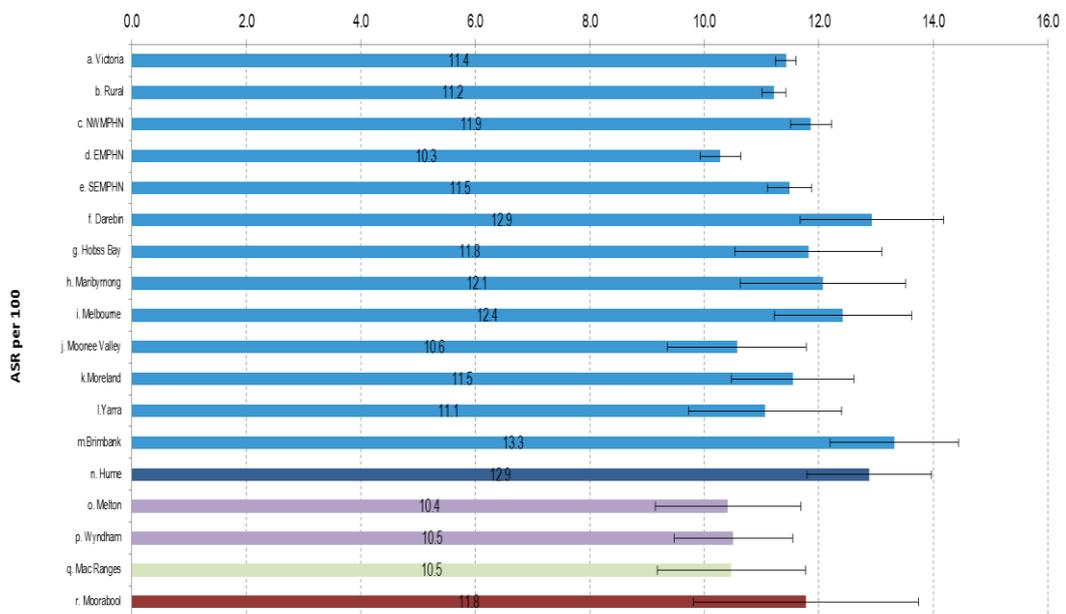


Figure 5-26: Estimated population aged 18 years and over, with high or very high psychological distress based on the Kessler 10 Scale (2011-2013)⁶⁴



63. PHIDU, Social Health Atlas of Australia for Primary Health Networks, November 2014 release

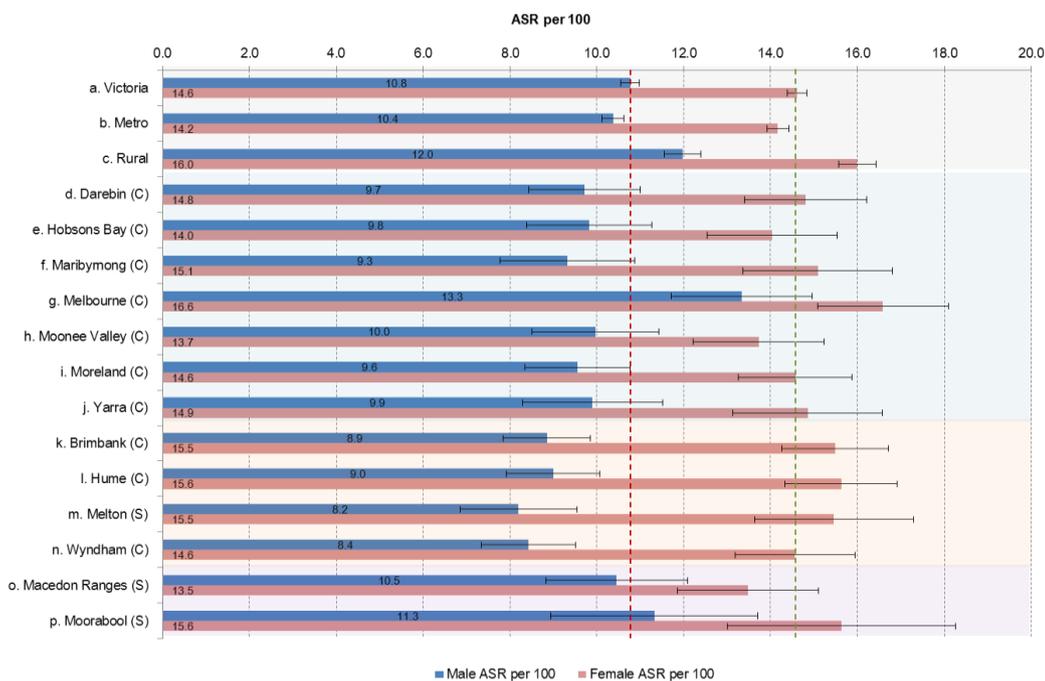
64. Ibid



Data on mental health and behavioural problems reported in the PHIDU dataset was identified through self-reported information on long-term conditions as part of the Australian Health Survey. Respondents aged 15 years and over reported a long-term mental or behavioural problem including behavioural or emotional disorders; dependence on drugs or alcohol; feeling anxious or nervous; and depression, and feeling depressed.

Based on this self-reported information it is apparent that the City of Melbourne has a statistically significantly higher number of both males and females with mental and behavioural problems when compared with overall Victorian rates (Figure 5-27). However, given the self-reported nature of this information and the levels of English language proficiency noted previously, this information may not be reflective of the actual extent of mental and behavioural problems within the catchment when compared with other less subjective information such as data using the Kessler scale presented above or registered mental health clients detailed below.

Figure 5-27: Estimated male & female population with mental and behavioural problems (2011-13)⁶⁵



Additional data that is specific to young people has been sourced from the Department of Education and Early Childhood Development *Adolescent Community Profiles* which consolidates data on outcomes for young people compiled through the Victorian Child and Adolescent Monitoring System (VCAMS). The VCAMS data provides local level information on the health, learning, development, safety and wellbeing of adolescents aged 10 to 17 years. This data indicates that adolescents in some parts of the catchment have higher rates of psychological distress and eating disorders both within the catchment and greater than the Victorian rates. Specifically, in relation to psychological distress, adolescents in the City of Hobson’s Bay and the City of Moonee Valley have much higher rates than the State rate

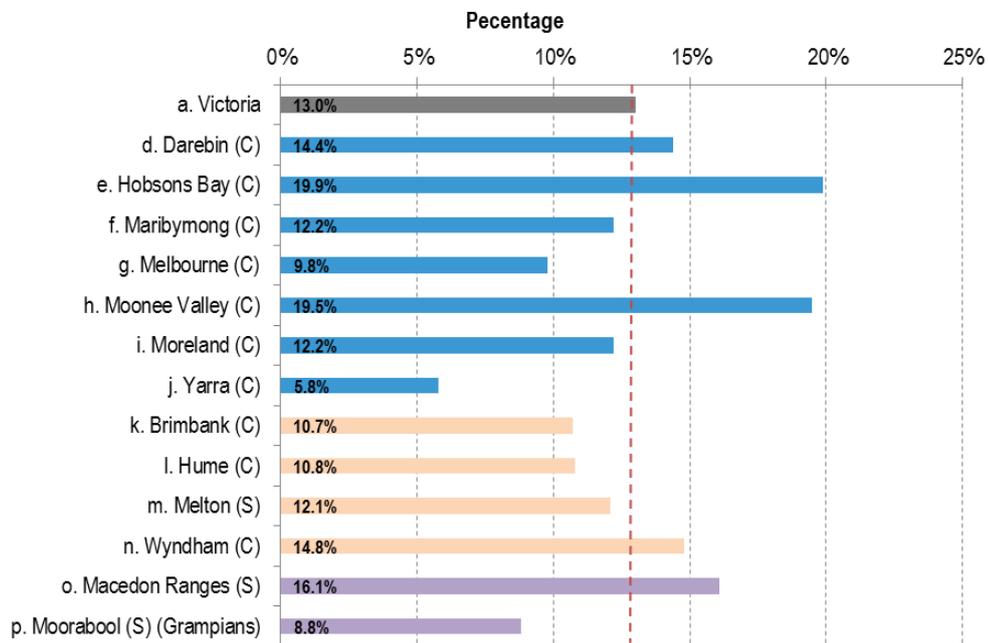
65. Ibid



of 13% at 19.9% and 19.5% respectively. Additionally, the rates in the Shire of Macedon Ranges (16.1%), City of Wyndham (1.8%) and City of Darebin (14.4%) are also higher than the State rate (Figure 5-28).

With respect to eating disorders, the City of Melbourne is over double the State rate of 2.4% with 5.6% of young people with diagnosed eating disorders. The Cities of Brimbank (3.2%) Darebin, Moreland and Yarra (all at 3.1%) and Wyndham (2.7%) are all also higher than the Victorian rate (Figure 5-29).

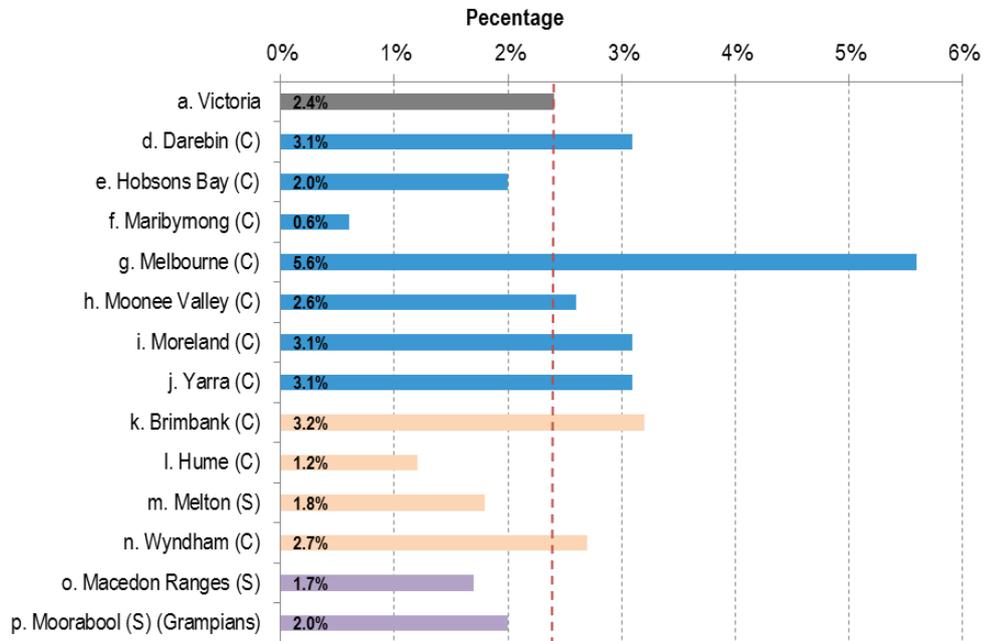
Figure 5-28: Young people with the highest level of psychological distress (2010)⁶⁶



66. DEECD, Adolescent Community Profiles 2010



Figure 5-29: Young people with an eating disorder (2010)⁶⁷

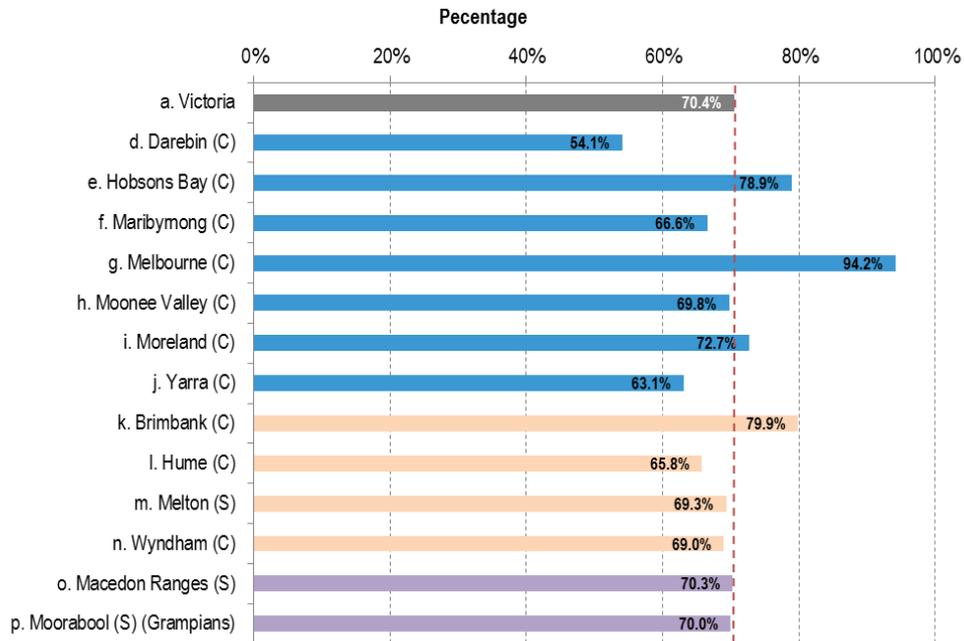


Adolescent access to mental health services when needed is relatively well served with the highest access within the City of Melbourne at 94.2% of young people indicating availability of services when needed compared with the Victorian rate of 70.4%. The Cities of Brimbank (79.9%) and Hobson’s Bay (78.9%) are also relatively well served. Darebin which has higher than State rates of both adolescent psychological distress and eating disorders is not as well served. The Cities of Yarra (63.1%), Hume 65.8%), Maribyrnong (66.6%) are also below the Victorian rate (Figure 5-30).

67. Ibid



Figure 5-30: Proportion of adolescents with access to mental health services when needed



5.4 Mortality

Data in relation to deaths from suicide and self-inflicted injuries for the catchment indicates that the Shire of Macedon Ranges has a much higher rate (16 per 100,000 ASR) when compared with the Victorian rate of 10 per 100,000 ASR. All other LGAs within the catchment have either comparable or lower rates than the State rate (Figure 5-31).

Avoidable mortality rates within the catchment for males and females are generally consistent with Victorian rates. The highest rate for avoidable mortality in males is in the City of Maribyrnong (185.5 ASR per 100,000 which is statistically significant when as compared with 135.8 ASR for Victoria. There is no statistically significant variation in the avoidable mortality rate for females when compared to the Victorian rate of 82.4 ASR per 100,000 (Figure 5-32).



Figure 5-31: Deaths from suicide and self-inflicted injuries, 0 to 74 years (2009-12)⁶⁸

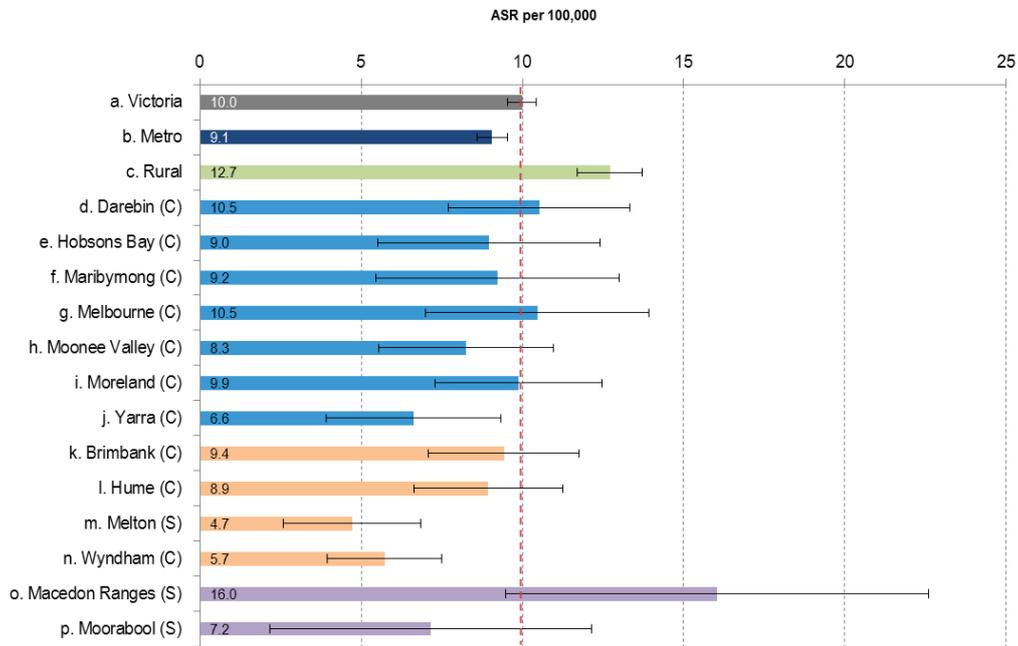
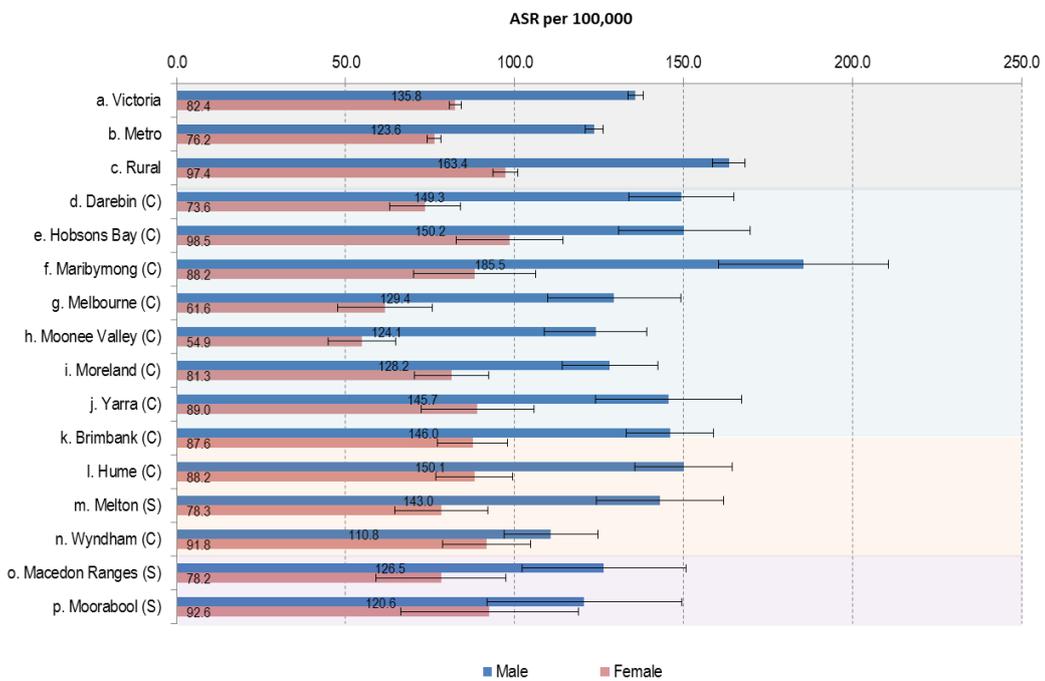


Figure 5-32: Deaths from all avoidable causes, males & females, aged 0 to 74 years (2009-2012)⁶⁹



68. Ibid
 69. Ibid

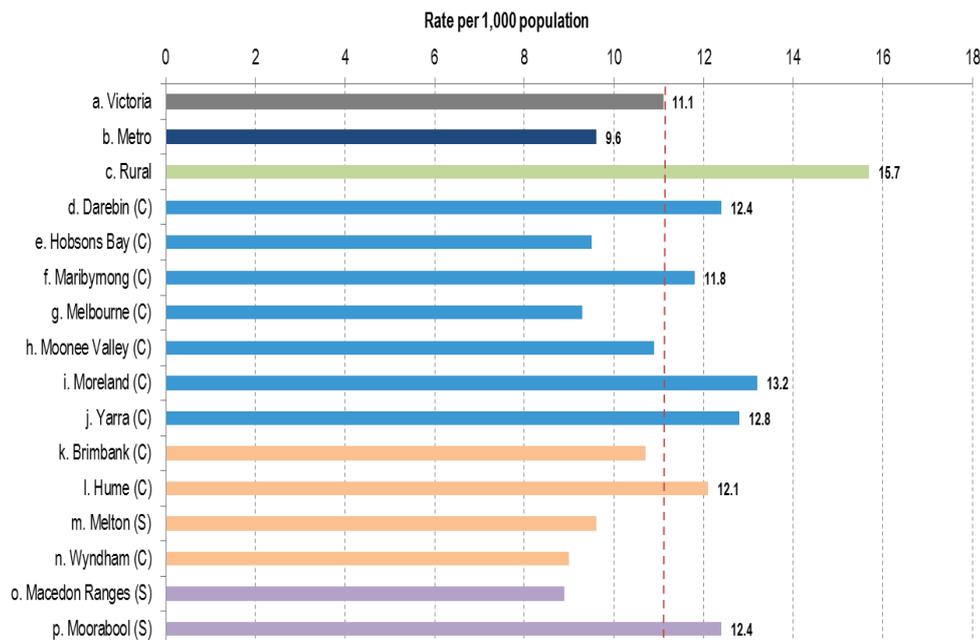


5.5 Service Utilisation

Figure 5-33 details the number of residents of an LGA who are registered as clients with a mental health service per 1,000 population. This is based on an accepted referral for service delivery or intervention as a client registered on the client information management system for the Victorian public mental health service. In turn, this is based on a clinician's determination of the most appropriate service response following a referral to a public mental health service.

As evidenced by the data in Figure 5-33, there are a number of LGAs within the NWMPHN that have rates of registered mental clients per 1,000 population higher than the Victorian rate of 11.1/1,000. This includes City of Moreland at 13.2/1,000, City of Yarra at 12.8/1,000, City of Darebin and Shire of Moorabool at 12.4/1,000, City of Hume at 12.1/1,000 and City of Maribyrnong at 11.8/1,000.

Figure 5-33: Registered mental health clients, per 1,000 population (2012-13)⁷⁰



Data available from the Australian Commission on Safety and Quality in Health Care (ACSQHS) in the context of its *Australian Atlas of Healthcare Variation* indicates that the number of MBS-funded services for the preparation of mental health treatment plans by general practitioners per 100,000 people, age standardised, by local area within the catchment is consistent with the average rates for Victoria (Figure 5-34 and Figure 5-35).

70. Mental Health, Drugs and Regions Division, DH; 2012 Estimated Resident Population, ABS - Currency: 2012-13



Figure 5-34: MBS-funded services for the preparation of mental health treatment plans by GPs per 100,000 ASR by SA3 (2013–14)⁷¹

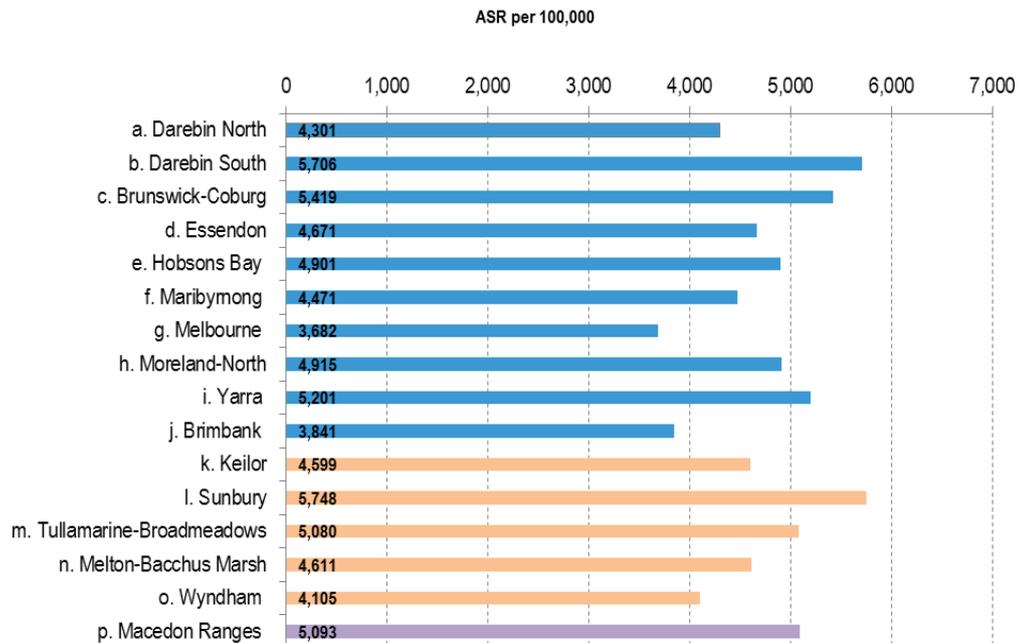


Figure 5-35: MBS-funded services for the preparation of mental health treatment plans by GPs per 100,000 people, ASR by state and territory (2013–14)⁷²

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	7,427	6,602	6,641	6,101	4,773	5,195	2,787	3,964
State/territory	4,378	4,769	4,297	4,158	3,208	4,003	1,705	3,637
Lowest rate	2,354	3,286	816	2,047	753	2,049	354	3,302
No. services	315,682	269,058	196,570	66,406	80,751	19,098	4,266	14,090

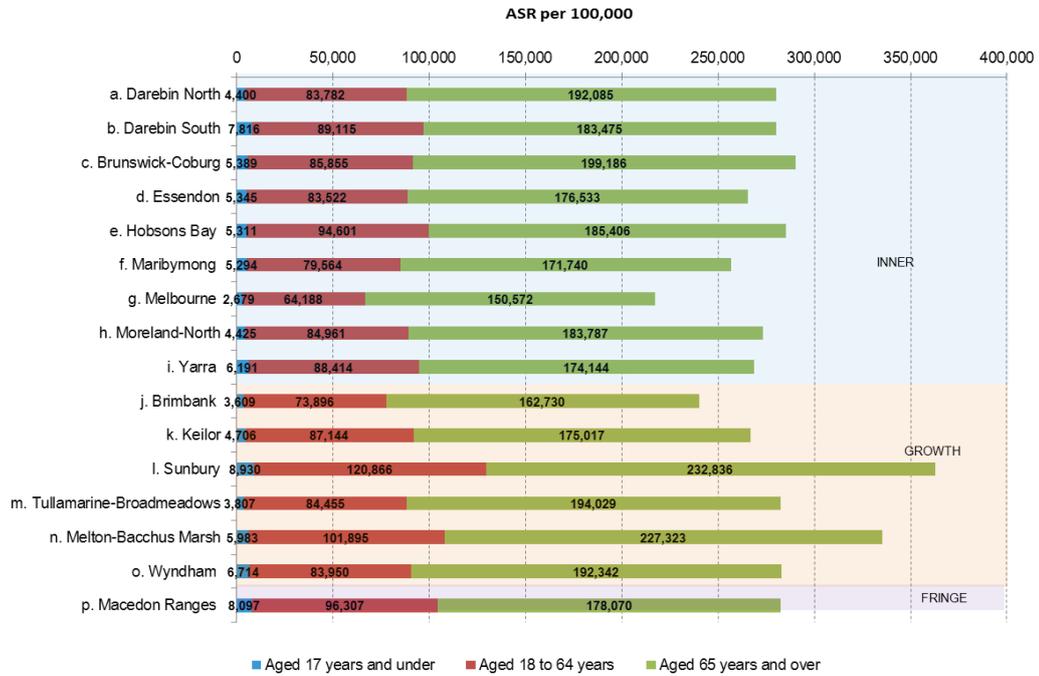
ACSQHC data is also available for PBS prescriptions dispensed for antidepressant medicines, anxiolytic medicines and antipsychotic medicines.

This data indicates that the rates of antidepressant medicines (Figure 5-36) for all age groups are within the bounds of higher and lower rates for Victoria (Figure 5-37).

71. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Local Area Data
 72. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Interventions for mental health & psychotropic medicines



Figure 5-36: PBS prescriptions dispensed for antidepressant medicines per 100,000 people aged 17 to 65 years and over, ASR, by SA3 (2013–14)⁷³



73. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Local Area Data



Figure 5-37: PBS prescriptions dispensed for antidepressant medicines per 100,000 people, ASR, by state and territory (2013–14)⁷⁴

Antidepressant medicines dispensing 17 years and under

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	16,844	14,525	14,244	9,334	11,459	14,496	7,152	11,768
State/territory	8,187	7,789	9,072	5,682	6,987	9,608	3,589	10,613
Lowest rate	2,360	2,679	1,823	3,852	1,767	4,486	386	8,632
No. prescriptions	131,754	94,391	97,501	20,338	38,714	11,212	2,094	8,230

Antidepressant medicines dispensing 18-64 years and under

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	154,816	156,566	157,658	154,297	142,245	175,380	83,718	111,663
State/territory	90,959	99,774	113,350	111,372	103,170	139,004	55,785	99,589
Lowest rate	40,976	64,188	39,563	83,987	41,001	98,003	14,981	86,207
No. prescriptions	4,278,221	3,659,499	3,348,494	1,186,141	1,677,278	447,360	87,146	247,030

Antidepressant medicines dispensing 65 years and over

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	257,681	257,330	306,383	244,017	248,886	260,910	156,596	194,253
State/territory	179,771	194,225	221,409	206,606	206,794	211,950	115,760	170,982
Lowest rate	111,641	150,572	111,720	156,085	62,614	178,198	22,213	150,844
No. prescriptions	2,034,181	1,643,057	1,401,657	585,259	649,258	188,559	16,114	73,706

The ACSQHC data also indicates that the rates of anxiolytic medicines (Figure 5-38) for all age groups are within the bounds of higher and lower rates for Victoria (Figure 5-39). Rates for PBS dispensing of antipsychotic medicines per 100,000 people ASR for all age groups is also consistent with the data for antidepressants and anxiolytic medicines (Figure 5-40 and Figure 5-41).

74. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Interventions for mental health & psychotropic medicines

Figure 5-38: PBS prescriptions dispensed for anxiolytic medicines per 100,000 people aged 18 to 65 years and over, ASR, by SA3 (2013–14)⁷⁵



Figure 5-39: PBS prescriptions dispensed for anxiolytic medicines per 100,000 people, ASR, by state and territory (2013–14)⁷⁶

Anxiolytic medicines dispensing 18–64 years

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	35,310	33,138	41,276	36,292	26,261	41,473	10,454	17,890
State/territory	13,367	20,689	19,091	21,527	14,183	25,802	6,930	12,305
Lowest rate	5,807	12,946	5,973	13,398	4,972	14,716	1,079	6,516
No. prescriptions	624,047	749,760	558,128	224,701	227,901	82,548	10,766	30,053

Anxiolytic medicines dispensing 65 years and over

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	53,591	57,347	69,420	74,380	37,799	80,445	22,692	23,185
State/territory	29,159	42,664	46,197	46,426	29,175	54,247	14,506	20,249
Lowest rate	13,356	26,648	15,004	30,074	7,788	42,466	6,193	14,879
No. prescriptions	329,006	363,214	289,607	133,941	91,434	48,002	1,997	8,685

75. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Local Area Data

76. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Interventions for mental health & psychotropic medicines



Figure 5-40: PBS prescriptions dispensed for antipsychotic medicines per 100,000 people aged 17 to 65 years and over, ASR, by SA3 (2013–14)⁷⁷

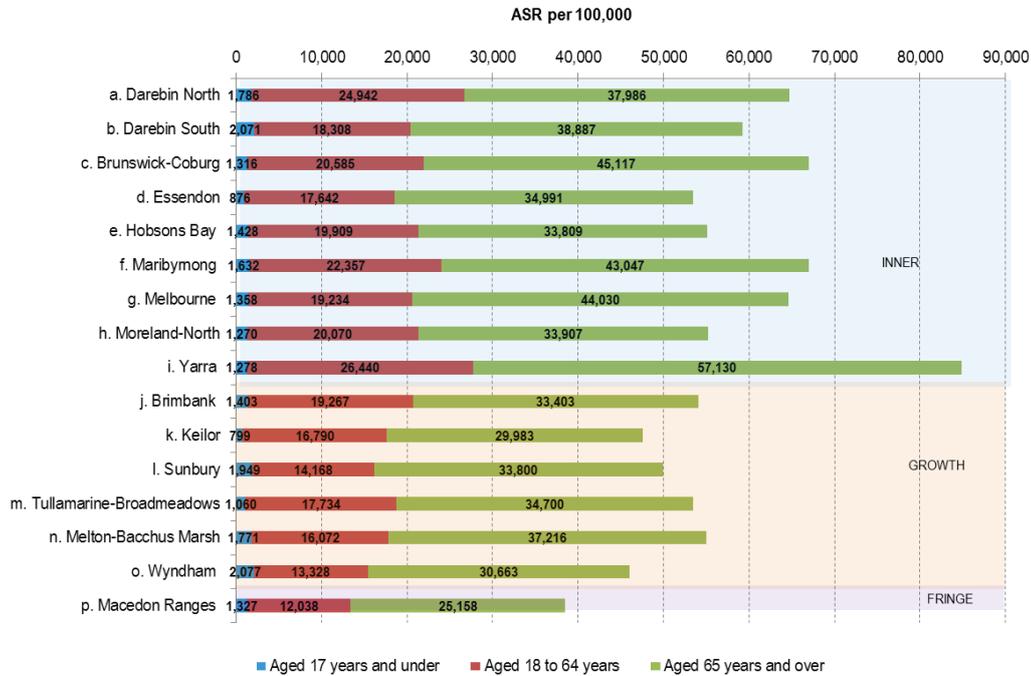


Figure 5-41: PBS prescriptions dispensed for antipsychotic medicines per 100,000 people, ASR, by state and territory (2013–14)⁷⁸

Antipsychotic medicines dispensing 17 years and under

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	6,895	4,205	5,282	4,136	3,075	2,729	1,611	2,032
State/territory	2,448	1,774	2,544	1,916	1,102	1,632	716	1,576
Lowest rate	870	620	699	708	306	697	483	573
No. prescriptions	39,447	21,492	27,366	6,742	6,110	1,877	426	1,221

Antipsychotic medicines dispensing 18–64 years

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	32,352	30,255	39,544	32,774	24,200	34,558	13,390	27,851
State/territory	17,842	19,663	16,961	20,863	14,409	19,616	9,250	15,176
Lowest rate	8,261	12,038	7,331	12,555	4,408	13,246	2,076	7,832
No. prescriptions	821,243	710,944	490,256	215,415	231,947	60,042	14,666	37,422

Antipsychotic medicines dispensing 65 years and over

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	56,034	57,130	47,976	34,831	36,555	40,197	28,426	39,145
State/territory	26,436	31,763	25,467	26,865	22,270	22,009	17,522	22,425
Lowest rate	16,418	18,130	13,682	19,520	8,209	13,165	8,043	16,108
No. prescriptions	305,145	273,268	160,524	78,255	70,092	19,561	2,270	9,684

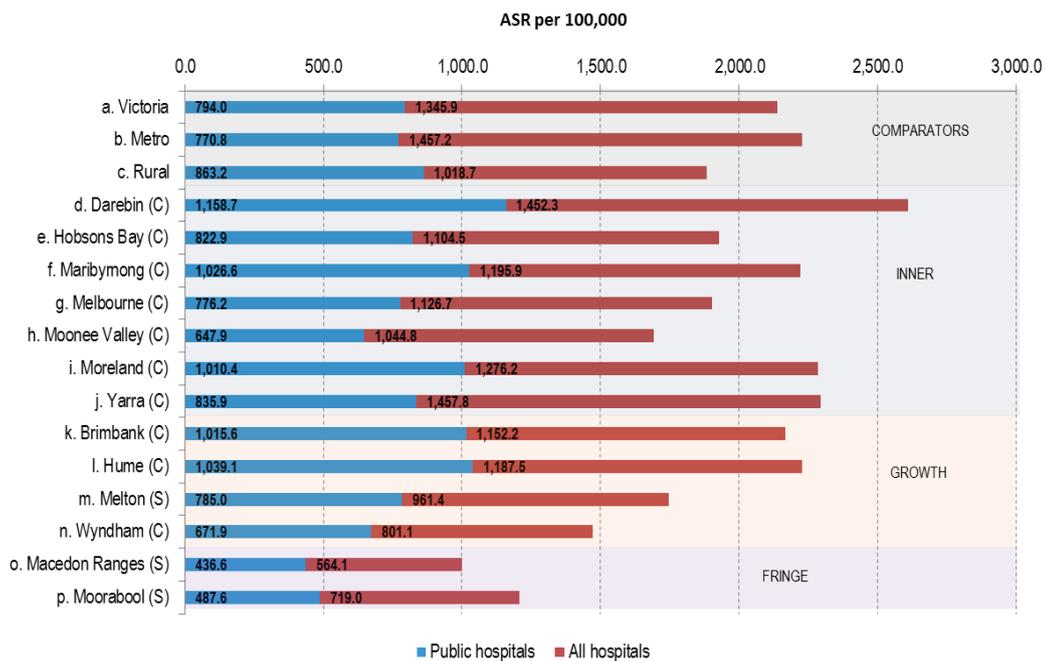
77. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Local Area Data

78. ACSQHC, Australian Atlas of Healthcare Variation, Chapter 4 – Interventions for mental health & psychotropic medicines



Data on hospitalisations for mental health related conditions within the catchment indicates that there are higher rates of public hospital admissions than the Victorian rate of (794.0 per 100,000 ASR), in the Cities of Darebin (1,158.7 per 100,000 ASR), Hume (1,039.1 per 100,000 ASR), Maribyrnong (1,026.6 per 100,000 ASR), Brimbank (1,015.6 per 100,000 ASR), Moreland (1,010.4 per 100,000 ASR) and Yarra (835.9 per 100,000 ASR) (Figure 5-42).

Figure 5-42: Mental health related conditions – hospitals (2011-2012)⁷⁹



Data on service utilisation of the Mental Health Nurse Incentive Program (MHNIP) has been analysed by SA3 and age standardised rates calculated.⁸⁰ It can be seen from Figure 5-43 that there were three SA3 with relatively high utilisation in the NWMPHN region: Sunbury with an ASR service utilisation of 107 services per 1,000 population; Melbourne with 63 services per 1,000 population followed by Macedon Ranges and Darebin North, both at 32 services per 1,000 population. The three SA3s with the lowest level of utilisation were: Melton-Bacchus Marsh at 6.1 services per 1,000 population and Tullamarine-Broadmeadows and Keilor, both having 10 services per 1,000 population.

79. PHIDU, Social Health Atlas of Australia for Primary Health Networks, November 2014 release

80. Age standardisation was undertaken using the direct standardisation method with the Victorian 2014 population as the reference population.



Figure 5-43: Per capita Mental Health Nurse service utilisation per 1,000 population (ASR) by SA3 (2014/15)

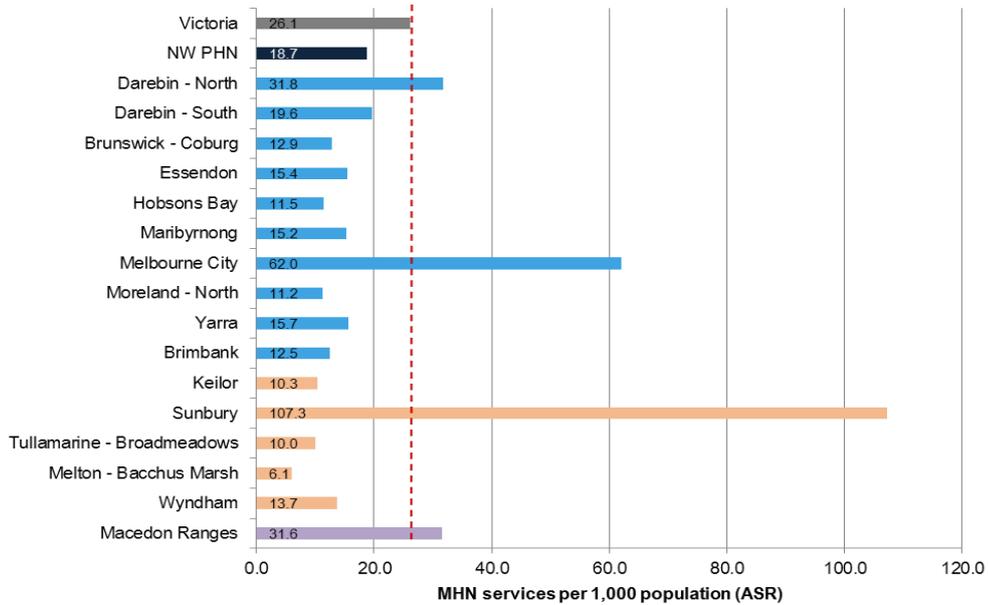
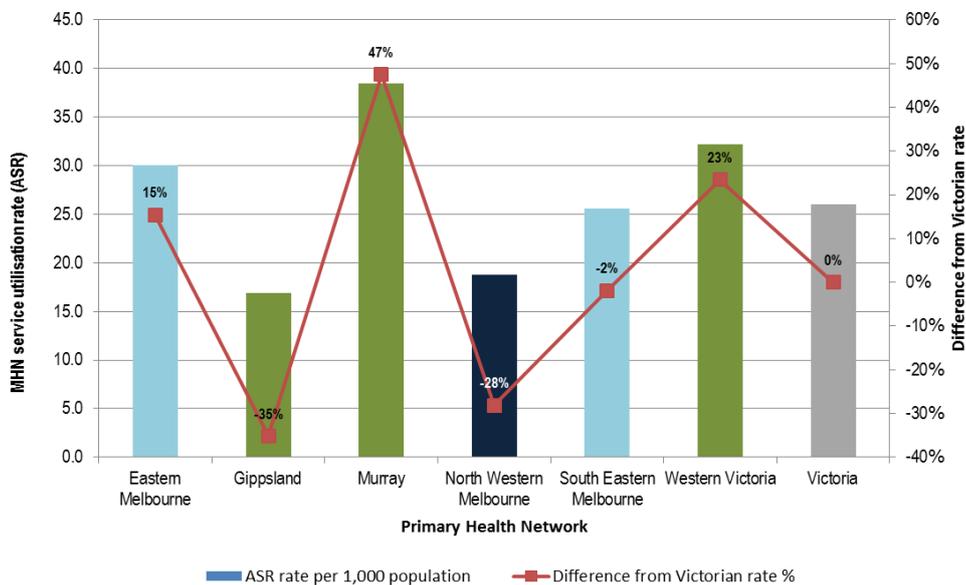


Figure 5-44 compares the NWMPHN service utilisation rate for MHN services with other PHNs and the Victorian rate. It can be seen that the NWMPHN has a rate of 18.7 MHN services (ASR) per 1,000 population, 28% below the statewide rate of 26.1. There are two PHNs with relatively high MHN service utilisation: Murray PHN at 38.4 MHN services (ASR) per 1,000 population is 47% higher than the statewide rate and the rate for Western Victoria, 32.2 MHN services (ASR) per 1,000 population is 23% higher than the statewide rate.

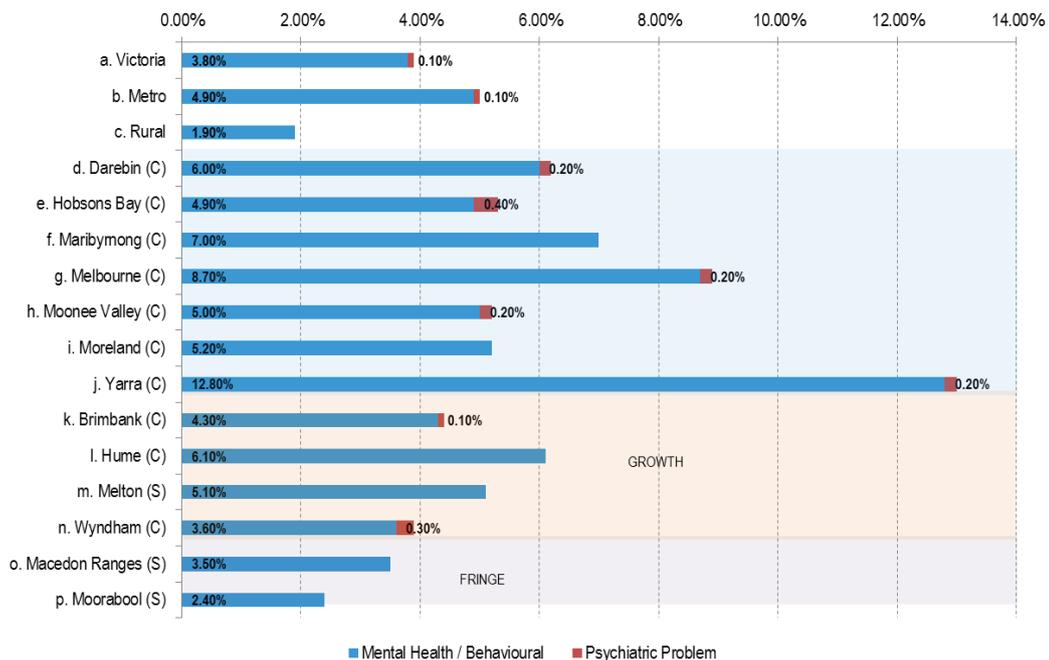
Figure 5-44: MHN service utilisation rates per 1,000 population (ASR) by PHN relative to Victoria (2014/15)





Additional information on low acuity ambulance (Code 3) use for mental health and behaviour problems and psychiatric episodes by LGA indicates that there is a higher incidence of Code 3 activity in several LGAs within the catchment when compared with the average rate for the State (3.8%) (Figure 5-45).

Figure 5-45: Low acuity ambulance (Code 3) use for mental health and behaviour problems and psychiatric episodes by LGA (2012-13)⁸¹



5.6 Summary findings

In summary the picture painted in relation to broad social determinants within the catchment include the following:

- The Cities of Hume and Brimbank and the Shire of Melton feature as key LGAs in relation to a number of determinants that are recognised risk factors in relation to poorer mental health outcomes and substance misuse. This includes higher rates of unemployment (Hume and Melton), which also correspond to high rates of people on disability pensions and rental and mortgage stress;
- The Cities of Brimbank and Hume also have the lowest SEIFA indices within the catchment;
- There are low levels of citizen engagement and volunteerism in these LGAs which indicates potential social isolation. This is further borne out by indications of low levels of support from outside the household within these communities;

81. Data from MPH



- Adults within these LGAs, together with all LGAs within the catchment fringe group, indicate higher rates of work life balance;
- Outside the City of Melbourne, which can be recognised as having some exceptional circumstances, the highest rates of homelessness are in the City of Brimbank. Brimbank also has highest rate of gaming losses within the catchment;
- The Cities of Hume and Brimbank also have the highest levels of humanitarian arrivals within the catchment and at much higher rates than the State rate which would also have an influence on some of the indicators noted previously;
- These LGAs also have higher levels of fair or poor self-assessed health and together with Melton also has high rates of psychological distress. It is, noteworthy that this differs when considering data on young people, where the highest rates are in Hobson's Bay and Moonee Valley; and
- Significantly, this does not appear to be a predictor of suicide rate as the highest rate is in Macedon Ranges.

6 Alcohol and other drugs – population needs analysis

6.1 Introduction

As discussed in Section 5.1, determinants of substance misuse and the rationale for inclusion of community and social indicators that impact on substance misuse are, in the main, the same as those for mental health and wellbeing which have been discussed in the previous Chapter. This Chapter will provide information on those indicators and risk factors that are additional to those noted previously and specific to substance misuse.

6.2 Additional need indicators and risk factors - AOD

6.2.1 SMOKING

Tobacco smoking as a predictor of alcohol and other drug use is relatively well established as studies show that these substances are often used together. Indeed, studies have shown that people who smoke are more likely to drink and those who drink are more likely to smoke.⁸² Studies indicate that in excess of half of patients in treatment for AOD dependence die from tobacco-related illnesses.⁸³ As such, the prevalence of smoking is a useful indicator when addressing population risk factors for AOD services.

The VPHS 2011 indicates that there are LGAs within the catchment where rates of smoking amongst males and females are higher than the Victorian averages of 18.5% for males and 12.9% for females. This includes very high rates in the Cities of Hobson's Bay (30% for males), Darebin (28% for males and 16.2% for females) and very high rates for females in the Shire of Melton at 19.4% and City of Hume at 18.4% (Figure 6-1). Additionally, the rates for women who smoke during pregnancy are higher than the State rate (11.4%) in the City of Hume (14.8%) and the Shires of Moorabool (14.9%) and Melton (13.9%) (Figure 6-2).

VCAMS data on adolescent smoking rates indicates that there are a higher proportion of 12-14 year olds who have ever smoked in the Cities of Wyndham (21%) and Hume (16.4%) and the Shire of Macedon Ranges (20.8%) compared with the Victorian rate for this age group of 13.4%. In the age group 15-17 years the highest rates of smoking include the Cities of Moonie Valley (51%), Yarra (49.5%), Moreland (46.2%) and Shire of Melton (40.4%) which compares with a Victorian rate of 36.4% (Figure 6-3).

Additional information on young people who have smoked within the last 30 days indicates that in the 12-14 year age group the highest rates are in the Cities of Yarra (10.8%), Maribyrnong (10.1%) and the Shire of Macedon Ranges (9.3%) compared with the Victorian rate of 5.6%. In the age group 15-17 years the rates of current smoking are very high when compared with the State rate of 17.7%, with the highest rate being nearly double the State rate in Moonee Valley at 33.4%. Other LGAs with high rates of smoking for 15-17 year olds

82. Bobo, J.K., and Husten, C. *Sociocultural influences on smoking and drinking*. Alcohol Research & Health 24(4):225-232, 2000.

83. Hurt, R.D.; Offord, K.P.; Croghan, I.T.; et al. *Mortality following inpatient addictions treatment*. JAMA: 275:1097-1103, 1996.



include the Cities of Hobson’s Bay (29.1%), Yarra (27.1%) and Brimbank (26.6%) (Figure 6-4).

Figure 6-1: Adults (Males & Females) 18+ who are current smokers (2011)⁸⁴

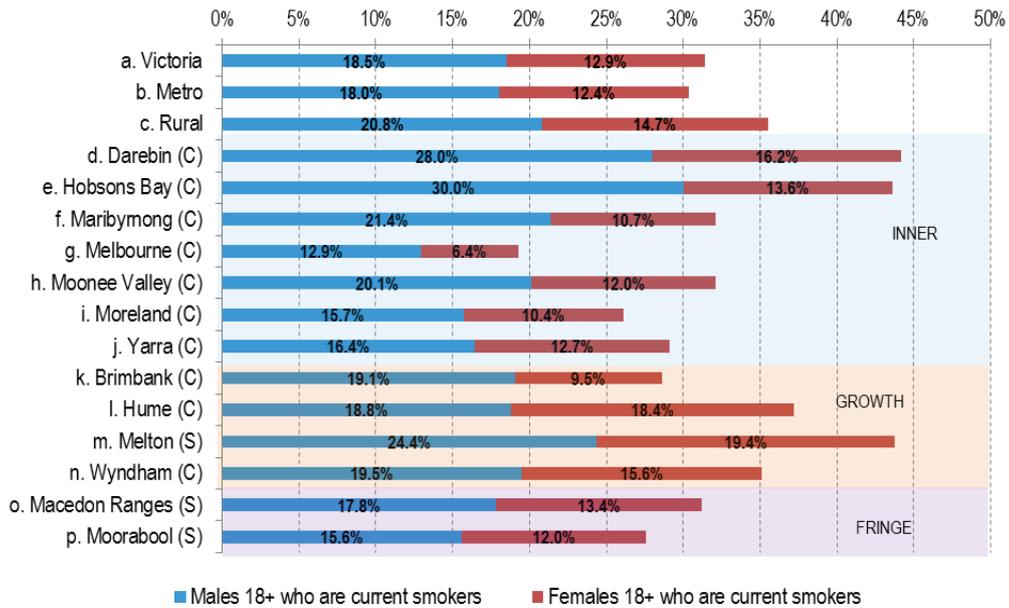
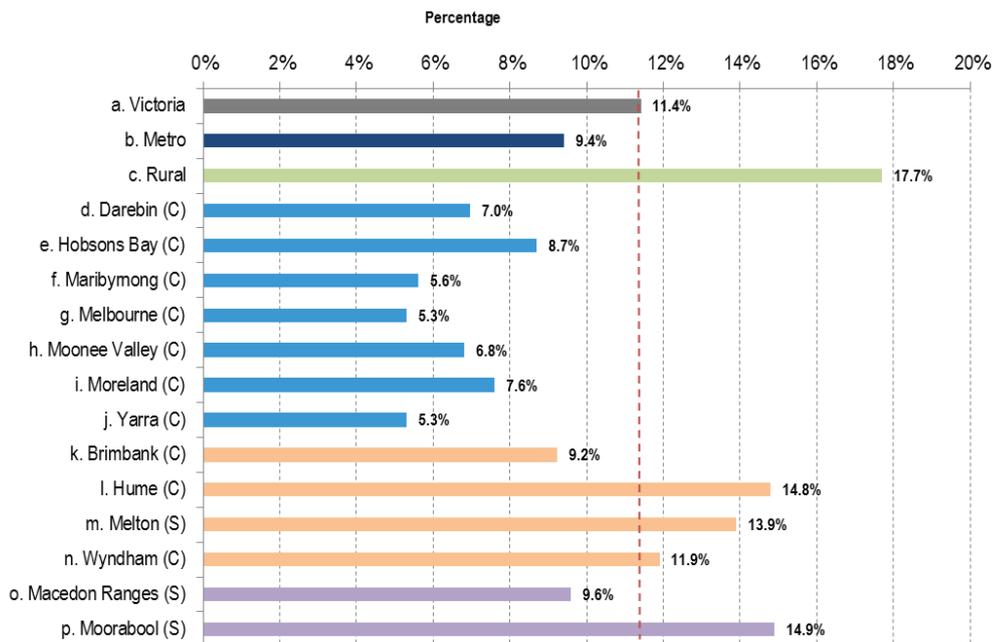


Figure 6-2: Women smoking during pregnancy



84. Victorian Population Health Survey



Figure 6-3: Adolescents who have ever smoked (2010)⁸⁵

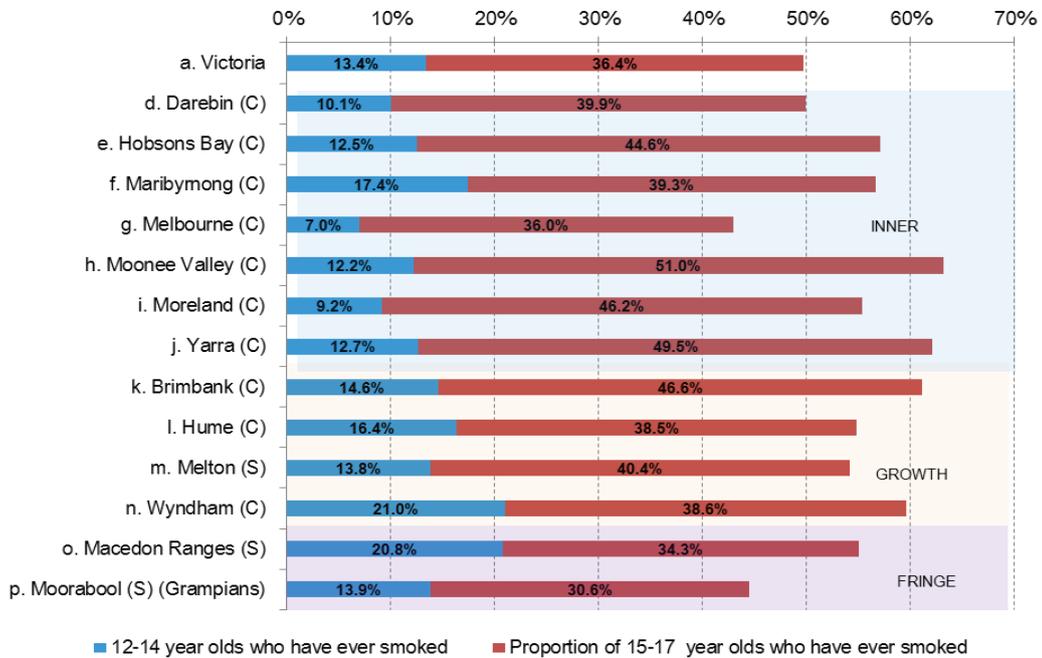
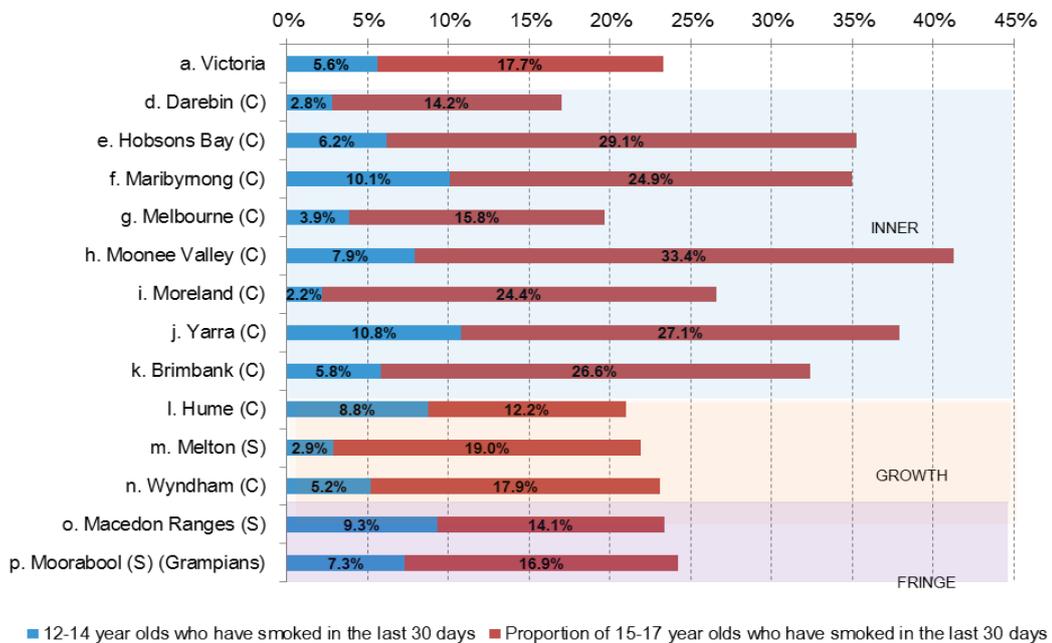


Figure 6-4: Adolescents who have smoked in the last 30 days (2010)⁸⁶



85. VCAMS data
 86. Ibid



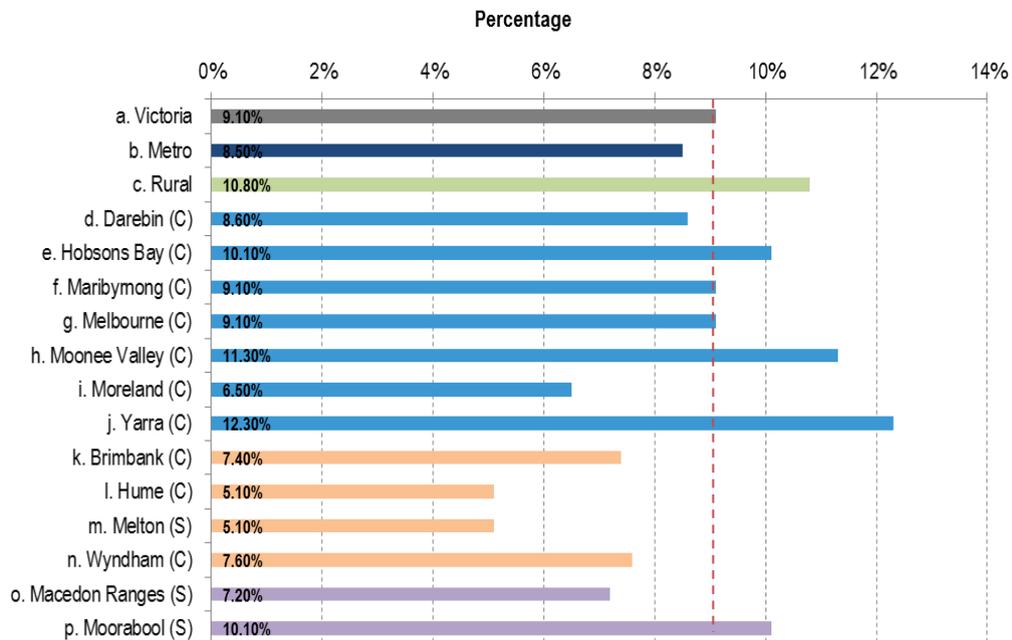
6.2.2 ALCOHOL

The impact of alcohol abuse has significant associated negative consequences including alcohol related assaults, domestic violence and alcohol related child abuse. In addition there are the negative health impacts on the individual who consumes alcohol at levels likely to cause harm.

Based on the VPHS data from 2011 it is apparent that some LGAs within the catchment are above the Victorian rate (9.1%) for adults who consume alcohol on a weekly basis at levels likely to cause short-term harm. This includes the Cities of Yarra (12.3%), Moonee Valley (11.3%), Hobson’s Bay and the Shire of Moorabool (10.1%) (Figure 6-5). Interestingly, with the exception of the City of Yarra, this does not directly correspond with the LGAs with the highest proportions of people purchasing alcohol within the previous seven days. The Victorian rate for purchase of alcohol within the previous seven days was 36.3% whereas in the City of Yarra this was 48.2%. The next highest rate was in the City of Moonee Valley at 11.3% (Figure 6-6).

Data on expenditure on both packaged liquor indicates that the City of Wyndham at \$63 far exceeds the Victorian rate of \$45 per person purchasing (Figure 6-7). Expenditure at licenced premises is also highest in the City of Wyndham at \$55 per person purchasing (Figure 6-8).

Figure 6-5: Persons aged 18+ who consumed alcohol at least weekly, at levels likely to cause short-term harm (2011)⁸⁷



87. VPHS (2011) – LGA profiles



Figure 6-6: Purchased alcohol in the last 7 days (2011)⁸⁸

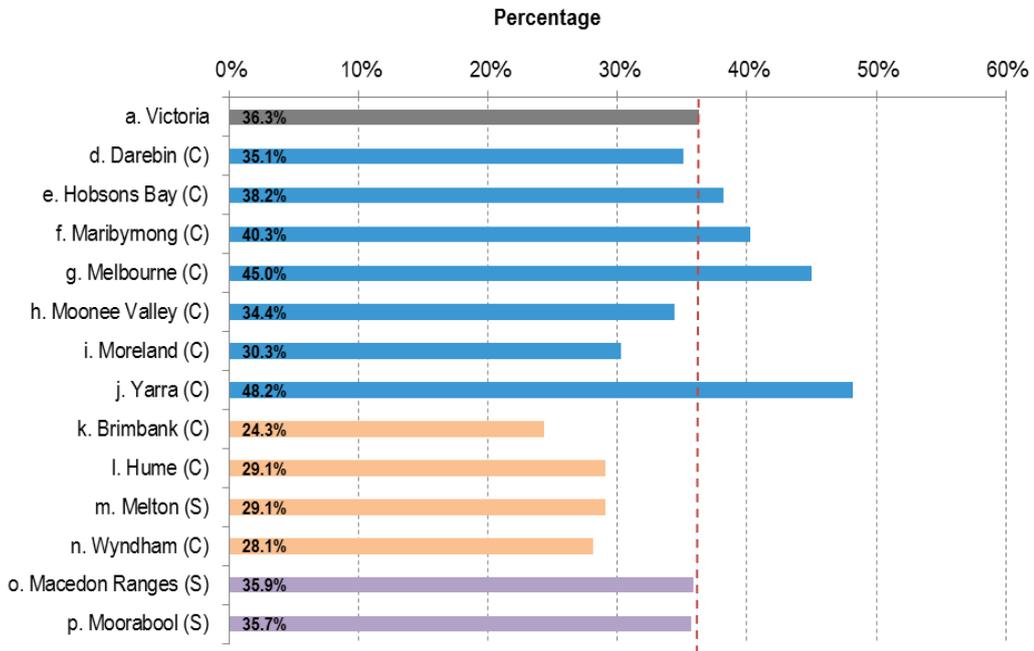
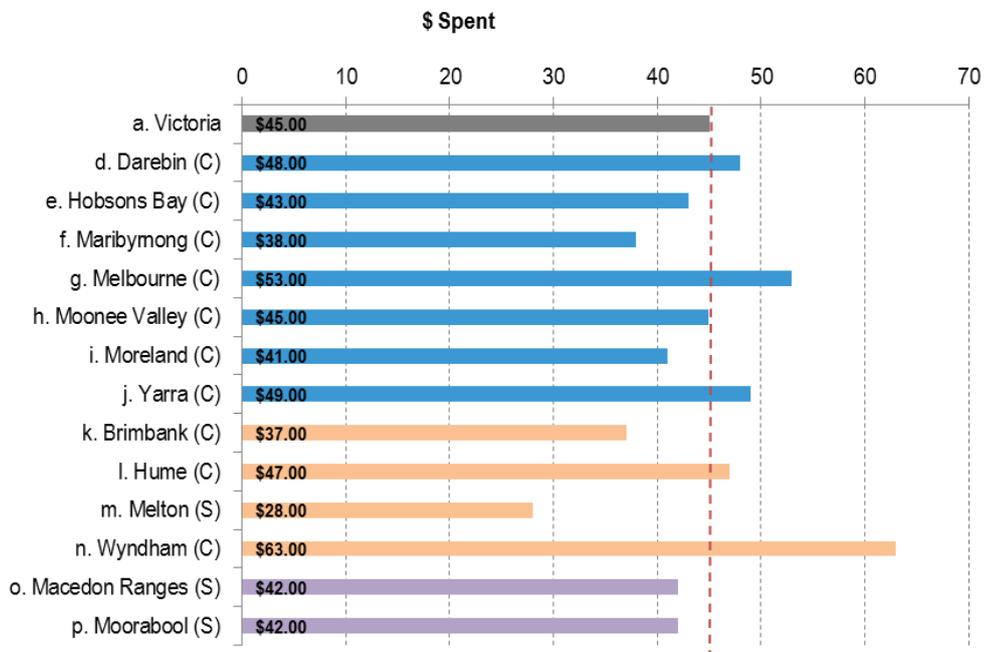


Figure 6-7: Seven day \$ spend on packaged liquor (of those purchasing) (2011)⁸⁹

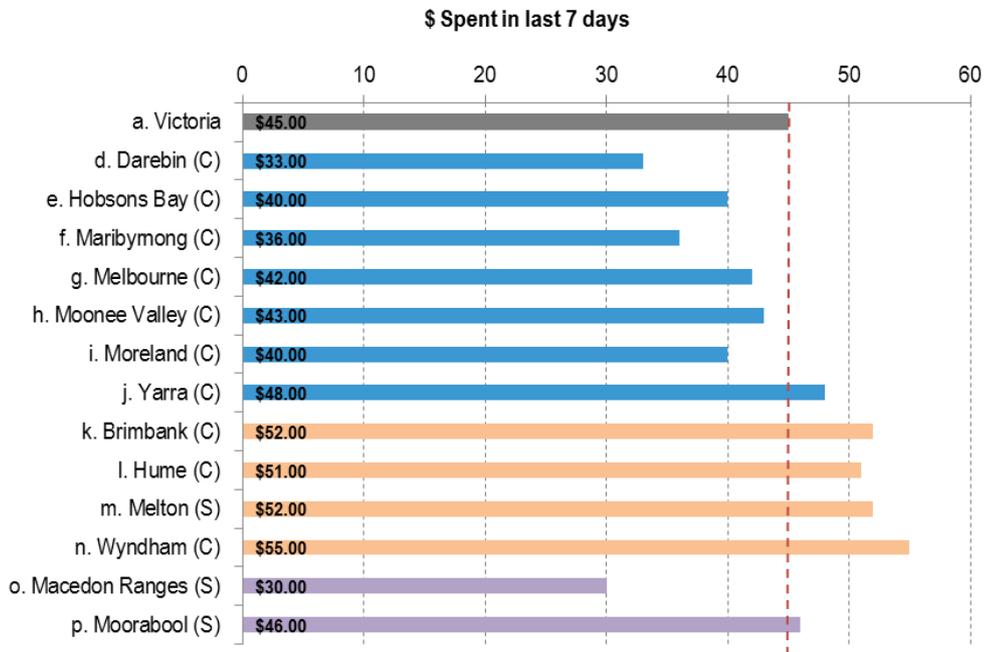


88. VicHealth Survey 2011

89. Ibid



Figure 6-8: Seven day \$ spend at a licensed premises (of those purchasing)⁹⁰



It is recognised that alcohol use amongst adolescents creates a raft of additional issues including other risky behaviours such as tobacco use, risk of unsafe sex, violence, drinking and driving and suicide. The Australian Psychological Society notes the relationship between adolescent drinking patterns and parental attitudes to drinking, parental modelling of alcohol use and parental supply of alcohol to adolescents. As such, it has been recommended that interventions targeting teenage drinking adopt a family counselling approach.

It is therefore significant that in terms of the proportion of adolescents in the age group 12-14 years who have ever drunk, the highest rates occur in the Shire of Macedon Ranges (56.6%), City of Wyndham (53.5%) and the Shire of Moorabool (51.9%) as compared with the Victorian rate of 46.4%. The Shire of Moorabool also has the highest proportion of youth aged 15-17 years to have ever drunk (81.2%) compared with the Victorian rate of 74.1% (Figure 6-9).

When examining the rates of 12-14 year olds who have drunk within the previous 30 days, again the highest rates are in the Shires of Moorabool (31.5%) and Macedon Ranges (30.6%) as compared with the Victorian rate of 13.8%. The highest rate for the age group 15-17 years is in the City of Yarra (66.6%) followed by the Shires of Macedon Ranges (61.2%), Melton (58.7%) and Moorabool (57%) (Figure 6-10).

90. Ibid



Figure 6-9: Proportion of adolescents who have ever drunk (2010)⁹¹

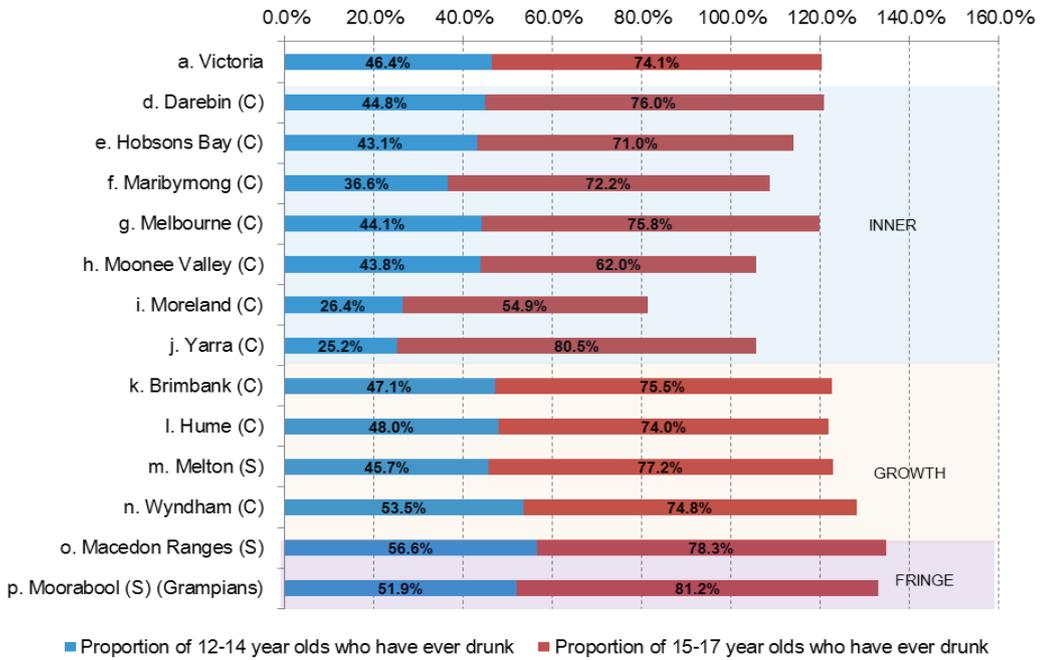
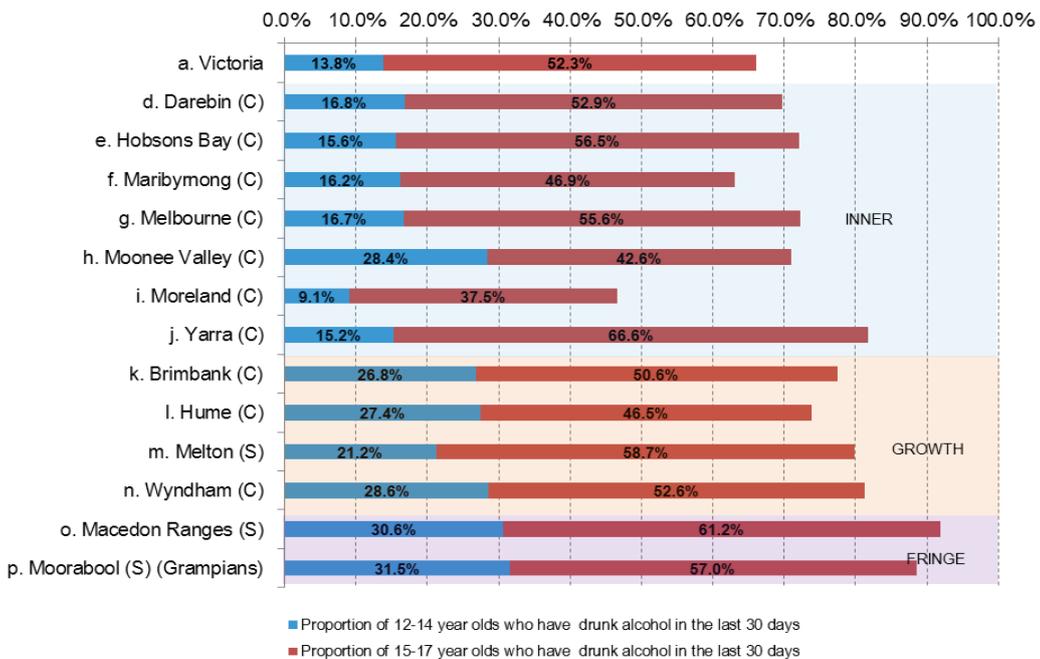


Figure 6-10: Proportion of adolescents who have drunk alcohol in the last 30 day (2010)⁹²



91. VCAMS
 92. Ibid



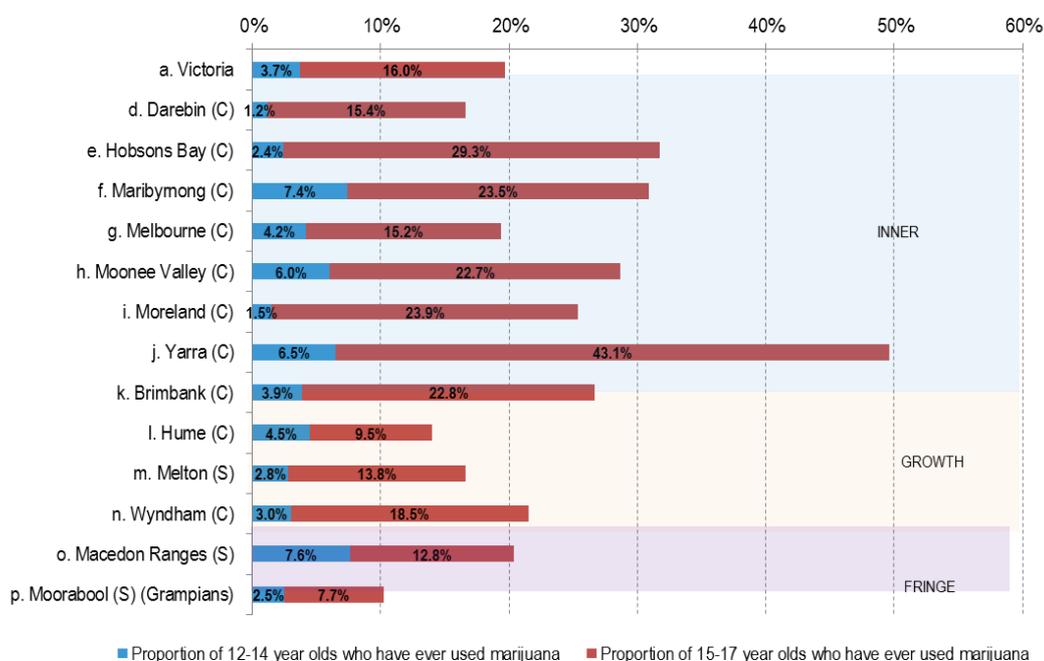
6.2.3 MARIJUANA AND OTHER DRUGS

Studies have shown that if a young person uses cannabis early in life (before the age of 16 years) and for a prolonged period of time, it can lead to a number of significant problems. Evidence to date suggests that use of marijuana can affect memory, have an impact on attention and ability to think clearly which in turn can make it difficult to concentrate and learn. As a consequence there are impacts on school performance, increased absenteeism and there is increased likelihood of leaving school prematurely without maximal education/qualifications.

Drug use of any form also has implications for immature sexual activity, increased likelihood of offending behaviours such as motor vehicle theft and burglary and leaving home early. Drug use has also been linked to a range of mental health issues including psychosis, depression and anxiety.

In this context, it is noteworthy that there are a high proportion of youth aged 12-14 years living within the catchment who have higher rates of having used marijuana than the Victorian rate of 3.7%. This includes the Shire of Macedon Ranges (7.6%) and the Cities of Maribyrnong (7.4%) Yarra (6.5%). Marijuana use in the 15-17 year age group is highest in the City of Yarra at 43.1% compared with the Victorian rate of 16%. Other LGAs with high use of marijuana in for this age group includes Hobson’s Bay (29.3%) and Moonee Valley (29.3%) (Figure 6-11).

Figure 6-11: Proportion of adolescents who have ever used marijuana (2010)⁹³



93. VCAMS data



There are high rates of 12-14 year olds who have sniffed glue or chromed within the City of Yarra (50%) compared with the Victorian rate of 7.9%. The Cities of Hobsons Bay (12.3%) and Darebin (9.8%) and the Shire of Macedon Ranges (9.9%) have the highest rates for marijuana use in the age group 15-17 years, all higher than the Victorian rate of 7.0% (Figure 6-12).

There are also very high rates of other illegal drugs, particularly in the younger cohort of 12-14 year olds, within the Cities of Moreland (70%) and Yarra (60%) as compared with the Victorian rate of 1% (Figure 6-13).

Victoria Police data for drug usage and possession indicates that the City of Melbourne has the highest rate per 1,000 persons at 16.8 compared with the Victorian Rate of 3.8. The other LGAs with higher rates include the Cities of Yarra (9.4), Maribyrnong (7.7) and Brimbank (6.1) (Figure 6-14).

Figure 6-12: Proportion of adolescents who have ever sniffed glue or chromed

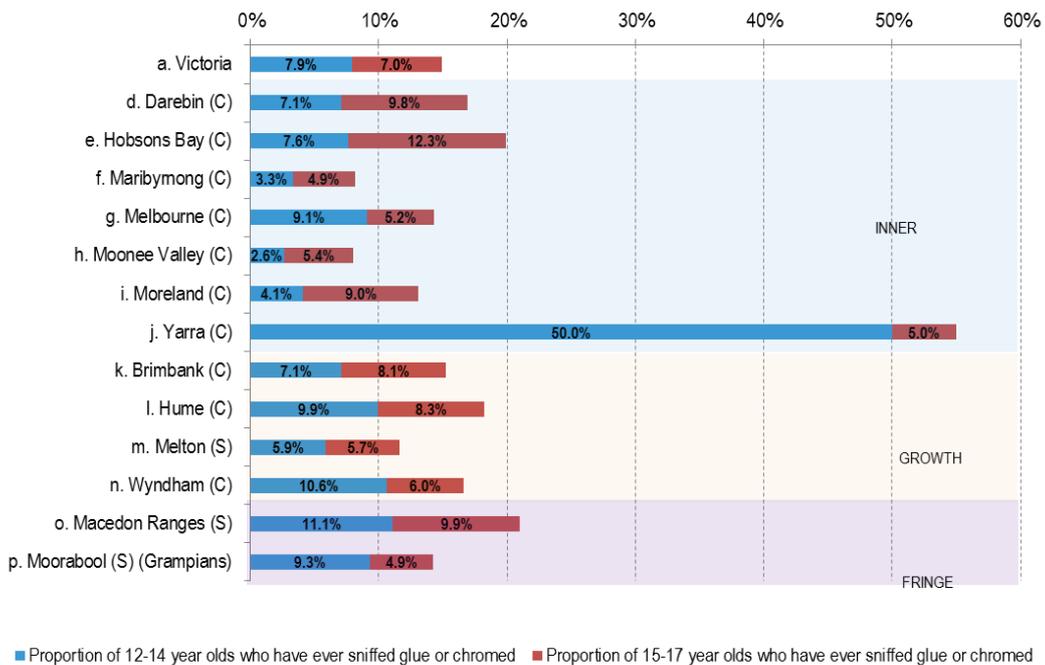




Figure 6-13: Proportion of 15-17 year olds who have ever used other illegal drugs

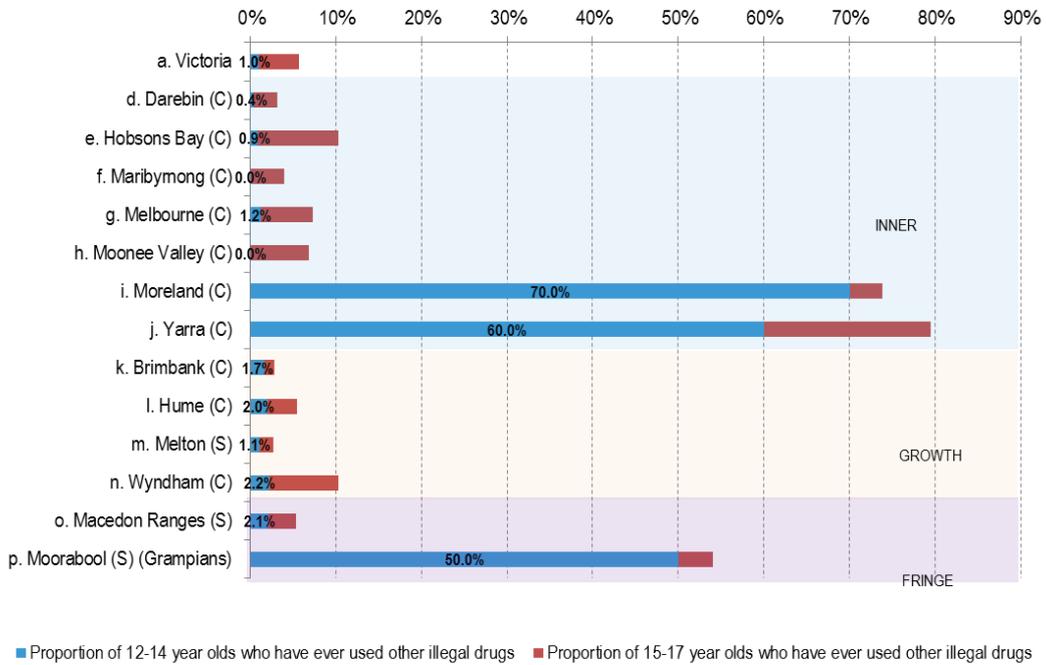
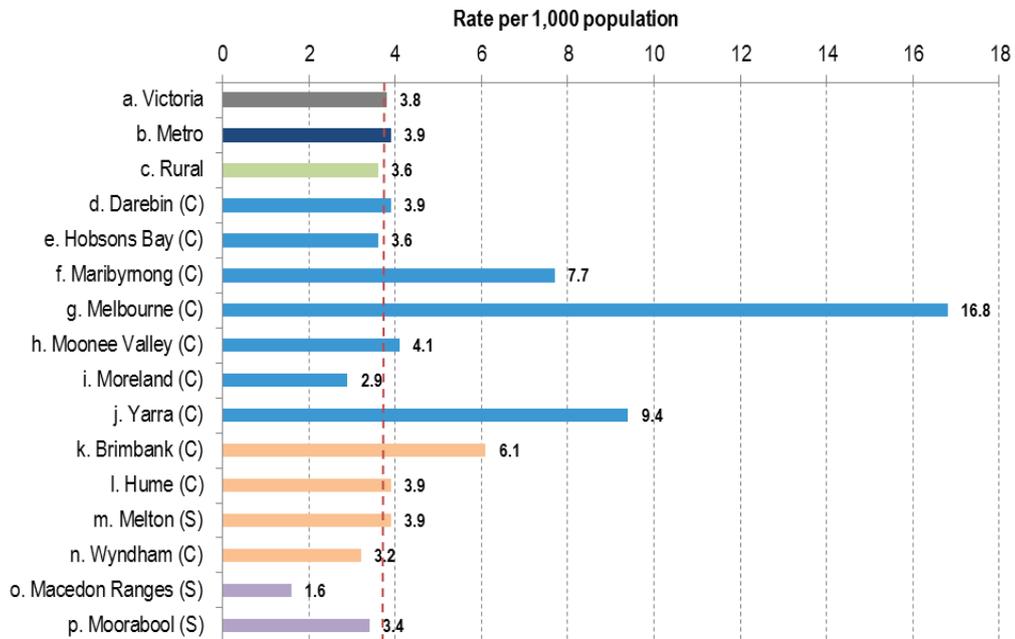


Figure 6-14: Drug usage & possession offences per 1,000 population (2012-13)⁹⁴



94. Corporate Statistics, Victoria Police; 2012 Estimated Resident Population



6.2.4 OPIOIDS

In recent years, the abuse, dependence, and misuse of prescription drugs has become a growing public health concern in most developed countries including Australia. A 2013 study noted that the evidence indicates that persons who abuse or misuse prescription opioids incur higher costs and healthcare resource use.⁹⁵ The data in Figure 6-15 indicates that when compared with the average ASR for Victoria of 55,414 per 100,000, there are a number of statistical areas within the catchment that have higher rates. This includes Sunbury (72,317/100,000 ASR), Melton-Bacchus Marsh (69,864/100,000 ASR), Tullamarine-Broadmeadows (62,339/100,000 ASR) and Wyndham (58,093/100,000 ASR).

Figure 6-15: Number of PBS prescriptions dispensed for opioid medicines per 100,000 people, age standardised, by SA3 (2013-14)⁹⁶

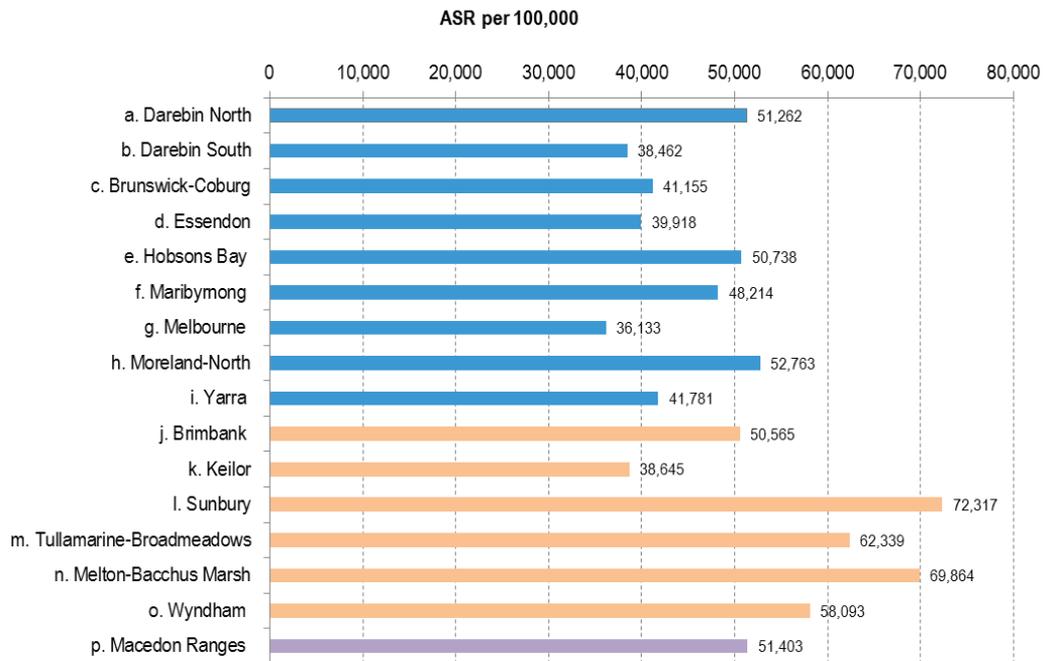


Figure 6-16: Number of PBS prescriptions dispensed for opioid medicines per 100,000 people, age standardised by state and territory (2013–14)

	NSW	Vic	Qld	SA	WA	Tas	NT	ACT
Highest rate	94,170	101,728	106,983	109,191	78,866	110,172	60,962	53,620
State/territory	49,967	55,414	61,115	63,688	51,842	73,641	39,127	45,252
Lowest rate	22,376	30,272	32,318	34,245	26,653	46,911	10,945	36,222
No. prescriptions	4,100,081	3,456,533	2,953,710	1,226,901	1,325,226	436,257	74,369	168,155

95. Laxmaiah Manchikanti, MD; Mark V. Boswell, MD, PhD; Joshua A. Hirsch, MD, *Lessons Learned in the Abuse of Pain-Relief Medication: A Focus on Health Care Costs: Impact on Healthcare Costs*, Expert Rev Neurother. 2013;13(5):1-18
 96. ACSQHC, *Australian Atlas of Healthcare Variation*, 2015

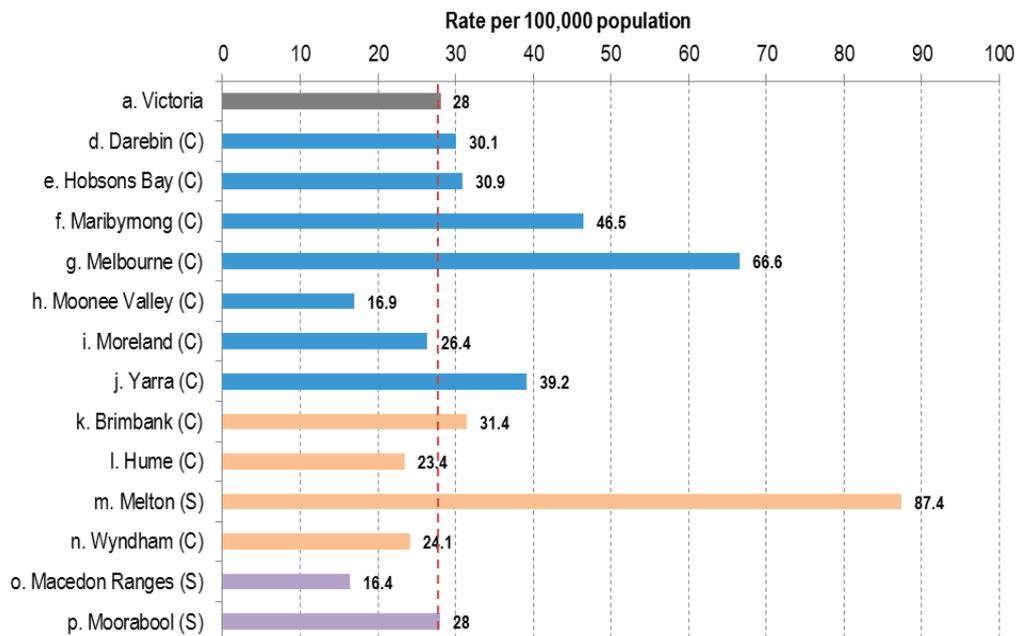


6.2.5 CHRONIC DISEASE

Research indicates that injection drug users (IDUs) account for a disproportionately large burden of hepatitis C infection. Ninety percent of new infections worldwide and the majority of chronic infections, particularly in developed countries, are attributed to injection drug use.⁹⁷ Additionally, US studies have noted that around 20% of hepatitis B infections occur among injection drug users, mainly through the sharing of contaminated injection equipment and unprotected sexual contact. Over 80% of injection drug users who have been injecting for longer than 10 years are infected with hepatitis B virus. However, the WHO notes the variation in geographic prevalence of hepatitis B with some regions having far greater prevalence than others. The highest area of prevalence is in sub-Saharan Africa and East Asia, where between 5–10% of the adult population is chronically infected. There are also high rates of chronic infections in the Amazon and the southern parts of eastern and central Europe. Prevalence in the Middle East and the Indian subcontinent is estimated to be in the order of 2–5% of the general population, whereas less than 1% of the population in Western Europe and North America is chronically infected.⁹⁸

It is therefore of significance that there are a number of LGAs within the catchment that have much higher rates of hepatitis C and hepatitis B infection rates than the Victorian rate for both these blood borne viruses. In the case of hepatitis C the highest rate is in the Shire of Melton (87.4/100,000) as compared with the Victorian rate of 28 per 100,000 (Figure 6-17).

Figure 6-17: Hepatitis C Rates per 100,000 for the 12 month period Jan-2015 to Jan-2016 using ABS 2011 estimated resident population (2015-16)⁹⁹



97. Margaret Hellard, Rachel Sacks-Davis, and Judy Gold, *Hepatitis C Treatment for Injection Drug Users: A Review of the Available Evidence*, Oxford Journals, *Medicine & Health Clinical Infectious Diseases* Volume 49, Issue 4Pp. 561-573. Accessed at: <http://cid.oxfordjournals.org/content/49/4/561.long>

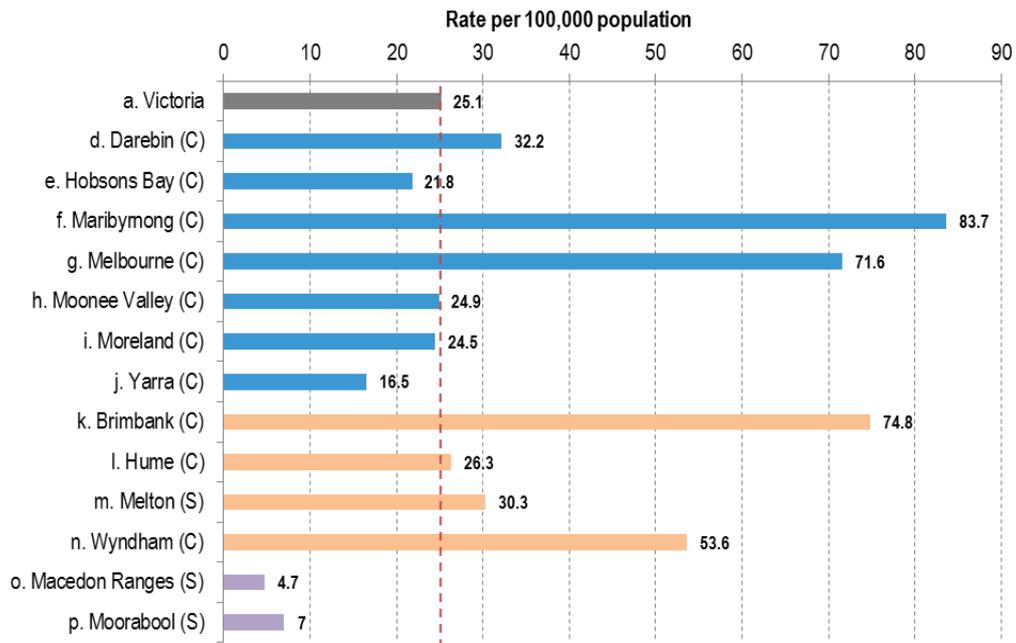
98. WHO, Hepatitis B - Fact Sheet No: 204, updated July 2015 accessed at: <http://www.who.int/mediacentre/factsheets/fs204/en/>

99. Op cit



In the case of hepatitis B, the highest rates are within the Cities of Maribyrnong (83.7/100,000), Brimbank (74.8/100,000) and Melbourne (71.6/100,000) (Figure 6-18).

Figure 6-18: Hepatitis B Rates per 100,000 for the 12 month period Jan-2015 to Jan-2016 using ABS 2011 estimated resident population (2015-16)¹⁰⁰



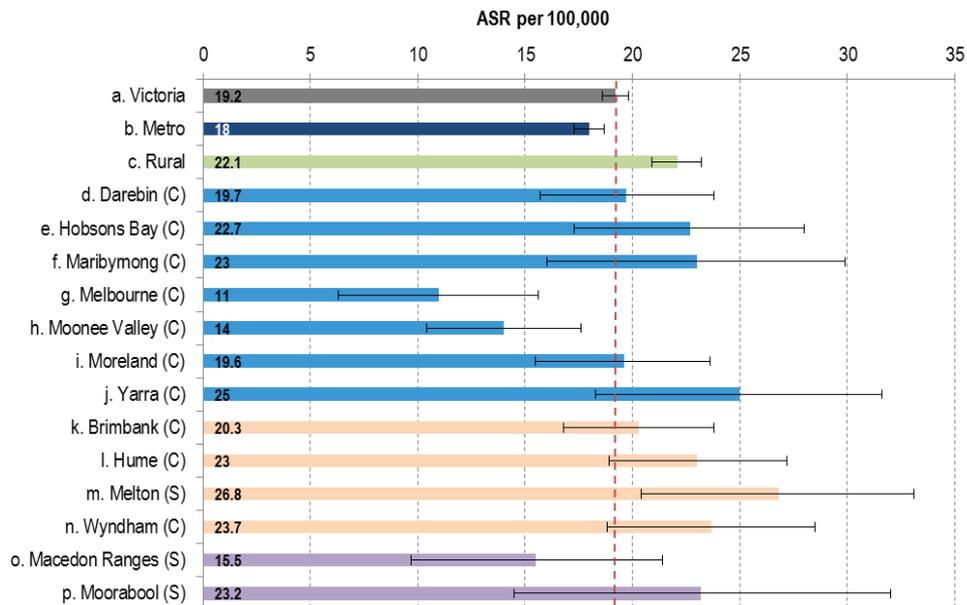
6.2.6 MORTALITY

Mortality rates associated with lung cancer provide a proxy indicator for substance misuse associated with tobacco smoking. There are LGAs within the catchment that have rates of lung cancer that are higher than both the Victorian rate (19.2/100,000 ASR) and the higher rural rate of 22.1/100,000 ASR. In particular this includes the Shire of Melton (26.8/100,000 ASR) which is statistically significantly higher than the Victorian rate. The City of Yarra also has a high rate of deaths from lung cancer (25/100,000 ASR) but this is not statistically significant (Figure 6-19).

100. DHHS, Infectious diseases surveillance summaries – daily summaries (LGA –summary and Statewide reports) sourced at: <https://www2.health.vic.gov.au/public-health/infectious-diseases/infectious-diseases-surveillance/infectious-diseases-surveillance-daily-summaries>



Figure 6-19: Deaths from lung cancer, 0 to 74 years (2009-12)¹⁰¹



6.2.7 SERVICE UTILISATION

The information provided in this section has been sourced from AOD stats,¹⁰² which provides information on the harms related to alcohol, illicit and pharmaceutical drug use in Victoria. The data contained in this dataset has been collated from various sources. The data provides an overview of patterns of service utilisation relevant to AOD issues within the catchment and compared with overall Victorian rates.

Data in Figure 6-20 indicates that there are much higher rates of alcohol related ED presentations in the Cities of Yarra (30.2/10,000) and Melbourne (26/10,000) when compared with the Victorian rate of 13.8/10,000. Similarly, the City of Melbourne (4.7/10,000) and City of Yarra (4.6/10,000) have high rates of illicit drug related ED presentations when compared with the State rate of 2.1/10,000 (Figure 6-21).

The City of Yarra also has a much higher rate of alcohol related hospital admissions per 10,000 persons at 63.2 compared with the Victorian rate of 47 (Figure 6-22). Consistent with the rates of ED presentations, the City of Melbourne has the highest rate of illegal drug related hospital admissions at 23.1 per 10,000 compared with the Victoria rate of 14.4 (Figure 6-23).

Alcohol related ambulance callouts are also highest in the City of Melbourne at 155.9/10,000 followed by the City of Yarra at 66.3/10,000 as compared with the Victorian rate of 32.2/10,000 (Figure 6-24). The pattern of ambulance callouts for illicit drug-related incidents follow a similar pattern with the City of Melbourne having the highest rate at 64.4/10,000

101. PHIDU, *Social Health Atlas of Australia by PHN*, November 2014

102. DHHS Victoria has been funding Turning Point to deliver annual editions of the Victorian Alcohol Statistics Series and Victorian Drug Statistics Handbooks.



followed by the City of Yarra (54.8/10,000) as compared with the Victorian rate of 11.2/10,000 (Figure 6-25).

Figure 6-20: Alcohol related ED presentations per 10,000 population (2015)¹⁰³

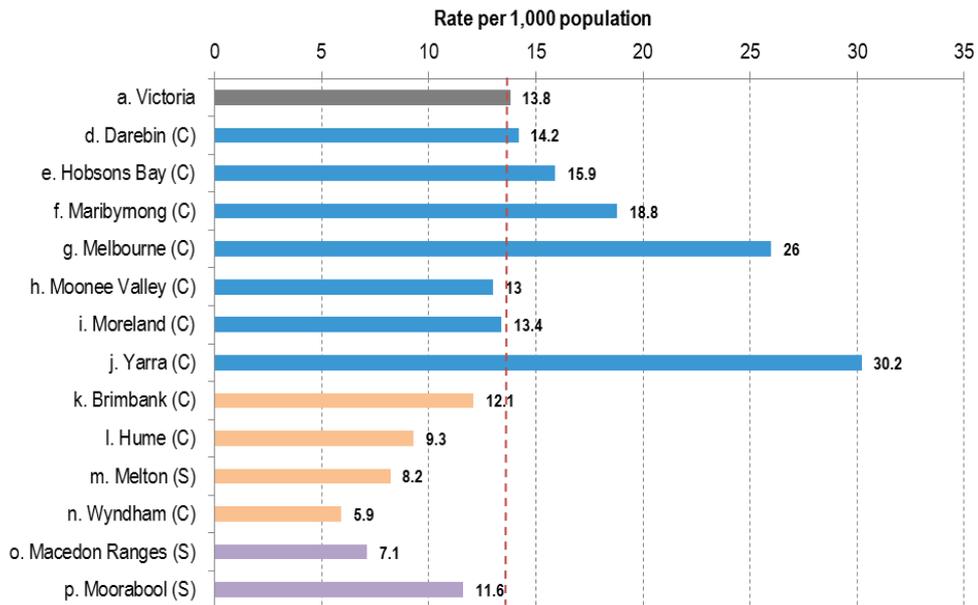
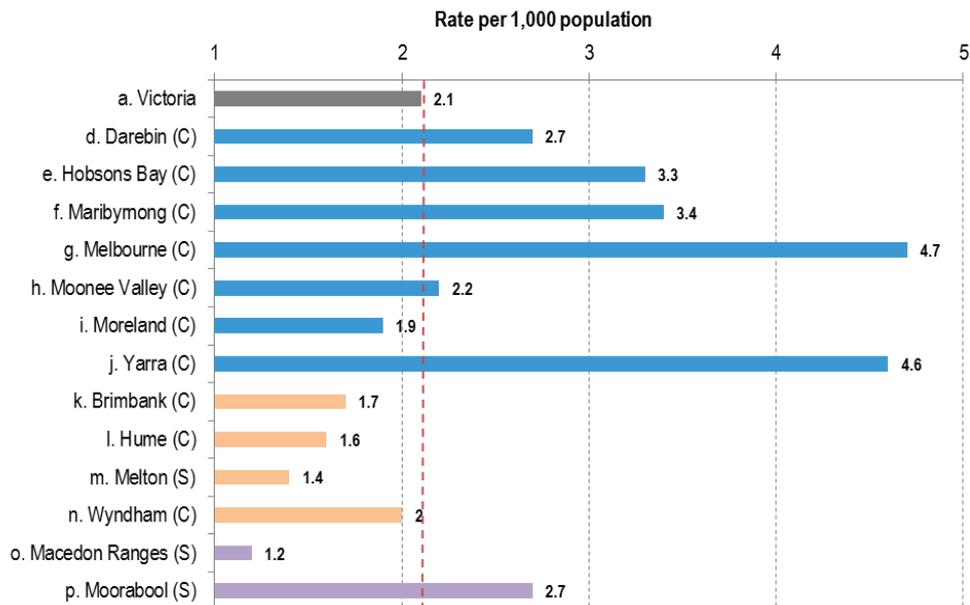


Figure 6-21: Illicit drug related ED presentations per 10,000 population (2015)¹⁰⁴



103. Turning Point AOD Stats

104. Ibid



Figure 6-22: Alcohol related hospital admissions per 10,000 population (2015)¹⁰⁵

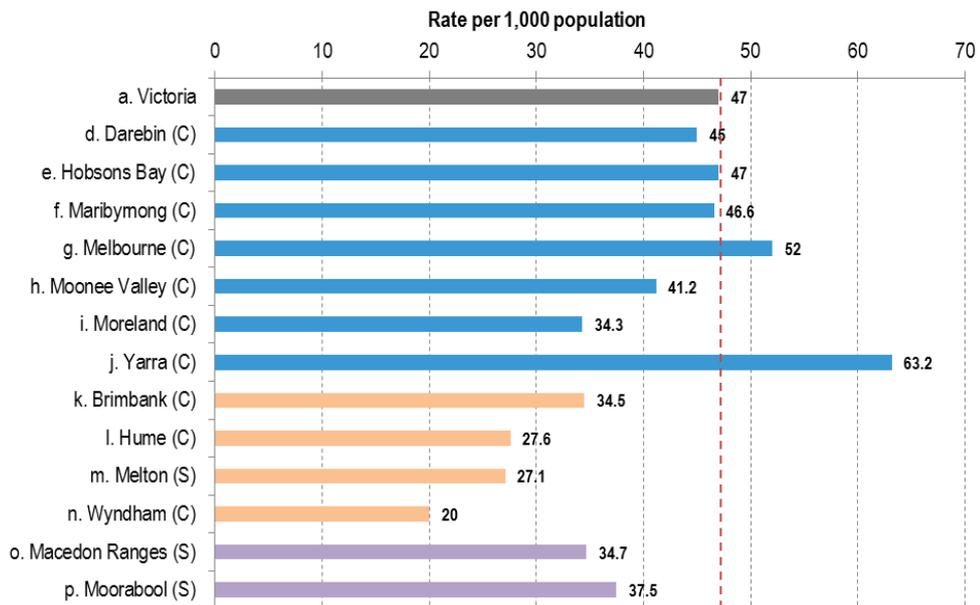
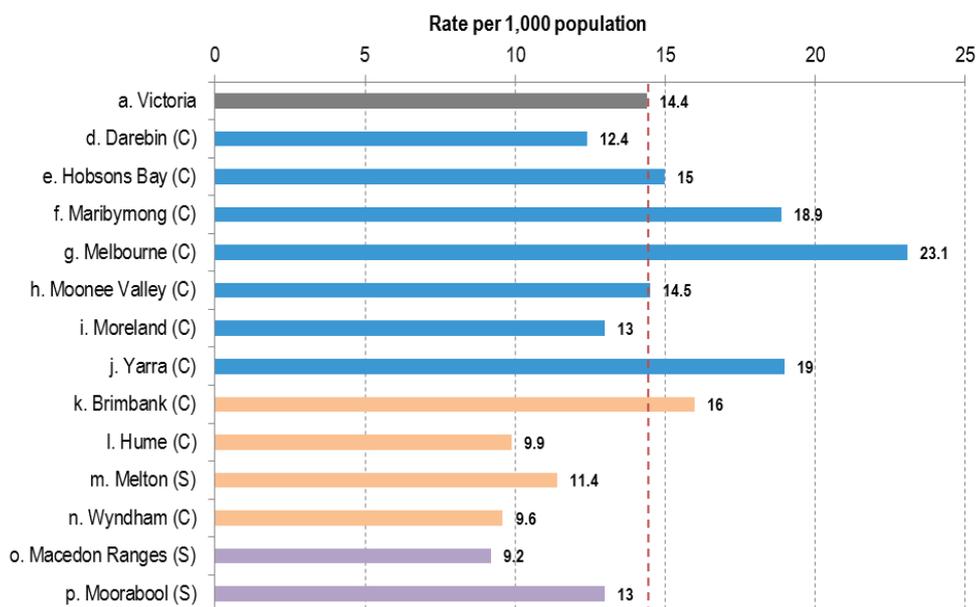


Figure 6-23: Illicit drug related hospital admissions per 10,000 population (2015)¹⁰⁶



105. Ibid
 106. Ibid



Figure 6-24: Alcohol related ambulance callouts by LGA (2015)¹⁰⁷

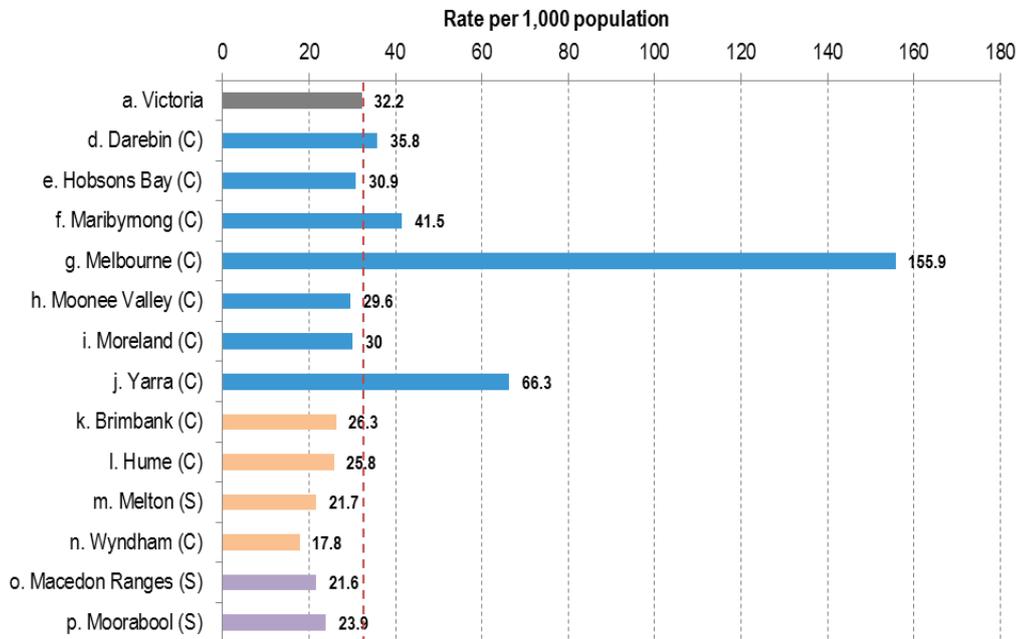
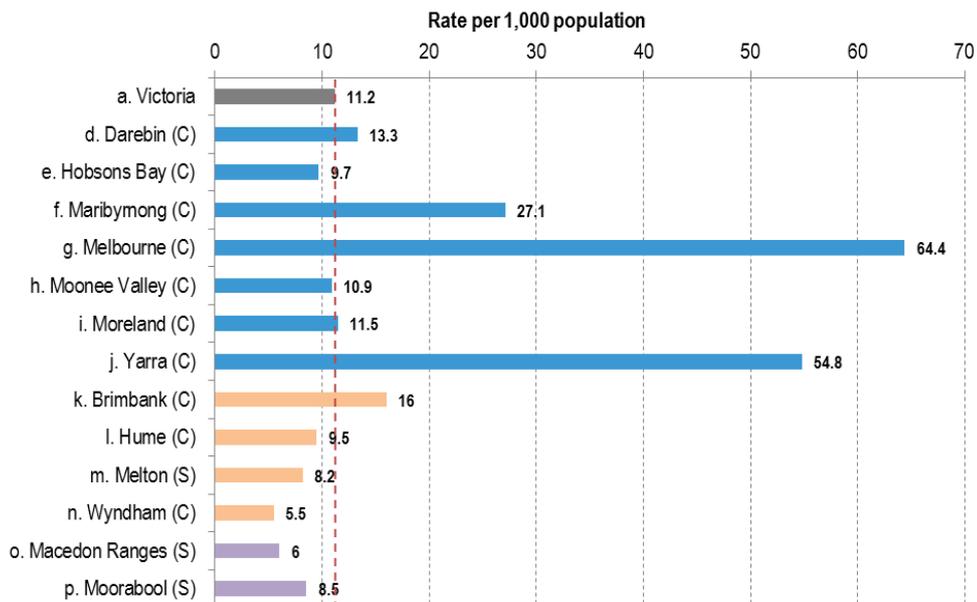


Figure 6-25: Illicit drug-related ambulance callouts (2015)¹⁰⁸

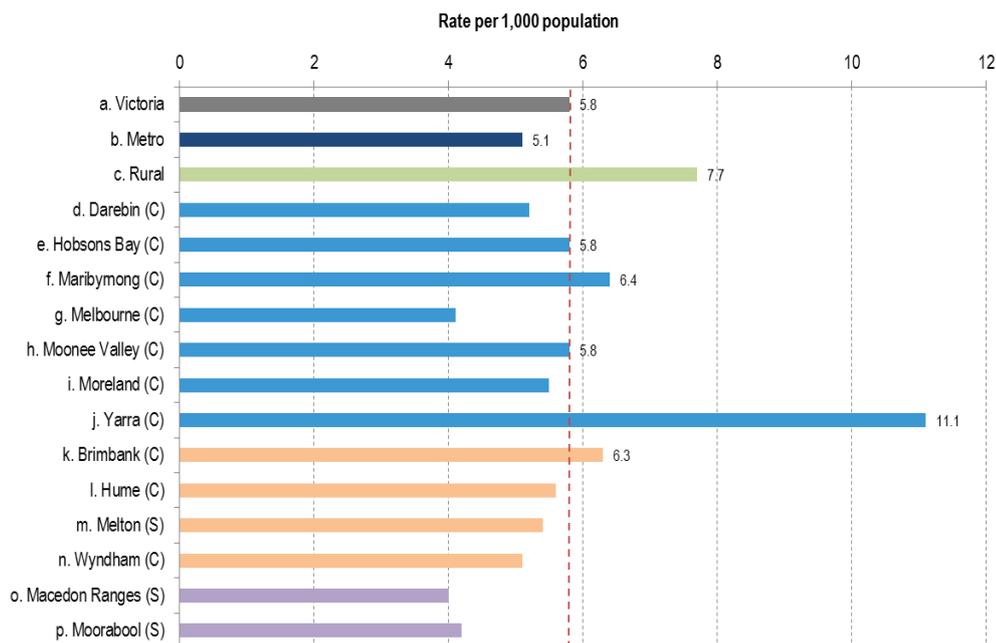


107. Ibid
 108. Ibid



Data from the DHHS Alcohol and Drug Information System records the number of residents of an LGA per 1,000 population who received treatment from alcohol and drug treatment services. As indicated in Figure 6-26, there is a much higher rate of clients receiving treatment in the City of Yarra (11.1/1,000) than any other LGA within the catchment and at a much higher rate than the Victorian rate of 5.8/1,000.

Figure 6-26: Clients who received Alcohol and Drug treatment services in 2011-12, per 1,000 population (2012)¹⁰⁹



6.3 Summary findings

Summary findings on population needs in relation to substance misuse indicate that there is variability in the LGAs that have high rates of tobacco smoking amongst adults, as compared with adolescents. Given the nexus between tobacco smoking and alcohol previously discussed, the literature suggests that public health interventions focused on concurrent tobacco and alcohol use could yield further reductions in the morbidity and mortality associated with these substances. Furthermore, it has also been noted that special populations, such as depressed patients and adolescents, present additional challenges and requires specific strategies targeting these groups.

Adolescent use of alcohol is highest within the fringe LGAs of Shire of Macedon Ranges and the Shire of Moorabool and the growth LGA of the City of Wyndham. This suggests that AOD services targeting adolescents may need greater attention within these parts of the catchment.

109. Alcohol and Drug Information System, Mental Health, Drugs and Regions Division



Other noteworthy findings relate to the higher rates of illicit drug related hospitalisations. The highest rates for such hospitalisations within the Cities of Melbourne and Yarra are to be expected, over and above these LGAs there is a high rate of drug related ambulance callouts and hospitalisations within the City of Maribyrnong which may need further examination.

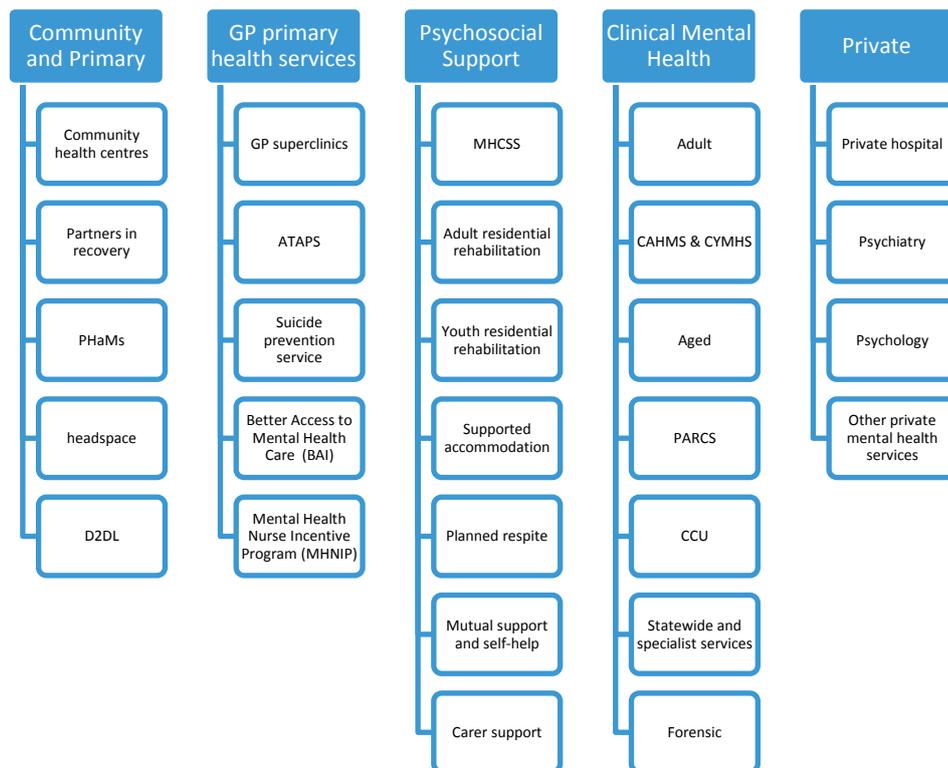
A further aspect to substance use that should be considered by policy makers, planners and service providers is ensuring an adequacy of appropriate services to meet the needs of different population groups within the community they serve. This goes beyond the stereotypical attention to ensuring culturally and linguistically appropriate needs of clients but must also address gender differences within the community. Recent studies indicate that there are significant differences between genders in relation to substance abuse.¹¹⁰ This includes social and biological factors together with barriers to entry, retention and completion for treatment. Accordingly, there needs to be heightened attention to the planning, availability and access to services that provide for the needs of women with substance misuse issues. Services need to focus on, amongst other needs, those of pregnant women, women in the justice system, including those with dependent children and women from culturally and linguistically diverse backgrounds.

110. Tuchman, E - *Women and addiction: the importance of gender issues in substance abuse research*, J Addict Dis. 2010 Apr;29(2):127-38



7 Generic program descriptions – mental health services

The following section provides a generic description for each of five main service clusters relevant to mental health services from primary care to specialist mental health services (or ‘clinical mental health services’). Descriptions are based on information provided on State and National Government websites. The subsequent section provides specific details on the nature of the services available from the different service providers within the catchment.



7.1 Community and Primary Mental Health

Community health centres

Community health centres provide a broad range of services and affordable health care (including mental health) targeted to local population needs, particularly for people on low incomes, those who otherwise may have difficulty in accessing appropriate health care including those who have or are at risk of the poorest health and have the greatest economic and social needs.

Services are available to all local residents, regardless of income, although fees may apply.



Partners in recovery (PIR) – National mental health program

In a stepped care system as proposed by Western Sydney PHN this could be equivalent to step 4 or step 5– high intensity, or very high intensity support with complex navigation of service system

The Partners in Recovery program supports people with severe and persistent mental illness with complex needs, and their carers and families, in finding the health and community services they need. The nature of services include coordinated support and flexible funding and facilitating multiple sectors, services and supports to work in a more collaborative, coordinated and integrated way.

Services are usually provided by NGOs including mental health community support services (MHCSS).

Personal Helpers and Mentors service (PHaMs) – National mental health program

Personal Helpers and Mentors (PHaMs) use a strength-based recovery focus to assist people aged 16 years and over whose ability to manage their daily activities and to live independently in the community is severely impacted because of mental illness. PHaMs aims to support people to overcome social isolation and increase their connections to the community.

The service is catchment-based however service providers have strategies to engage those who are homeless or transient within each site. A person does not need to have a formal clinical diagnosis of a severe mental illness to be able to access the service and people may self-refer.

Services are usually provided by NGOs including Mental Health Community Support Services (MHCSS).

headspace

headspace is the National Youth Mental Health Foundation providing early intervention mental health services to 12-25 year olds.

headspace centres, built and designed with input from young people, provide a range of services by GPs, psychologists, social workers, alcohol and drug workers, counsellors, vocational or youth workers for young people with mental health, physical health (including sexual health), alcohol and other drug or work and study issues. People may self-refer or be referred by other service providers.

Support for Day to Day Living

The "Support for Day to Day Living in the Community (D2DL): a structured activity program" provides funding to improve the quality of life for individuals with severe and persistent mental illness by offering structured and socially based activities. The initiative recognises



that meaningful activity and social connectedness are important factors that can contribute to people's recovery.

Homeless Outreach Mental Health and Housing

Homeless Outreach Mental Health and Housing (HOMHH) is a pilot program funded by the Victorian Government through funding under the National Mental Health Reform Partnership that offers expertise in mental health, homelessness and housing, AOD, women's specific issues and primary health. It seeks to provide adults with severe and enduring mental illness and a history of repeated homelessness a pathway to better health, secure housing and increased social and economic tenure.

The service is operated through a joint project between Inner North West Mental Health, cohealth, Launch Housing and Macaulay Women's Services, with cohealth as lead agency. GP Primary Services

GP Super Clinics

Provide a range of services delivered by multiple service providers and facilitated through agreed shared clinical service arrangements and physical co-location. Services include general practice as an essential element and include facilities for regular services provided by allied health professionals, such as physiotherapists, dietitians, podiatrists, occupational therapists, and specialist care for seniors.

Other services may include psychology services and mental health programs and drug and alcohol counselling, consulting rooms for visiting specialists, and facilities for practice nurses to provide comprehensive primary health care.

The following services are available through GPs (and some through other providers such as private psychiatrists) and provided by other mental health professionals.

In a stepped care system as proposed by Western Sydney PHN these could be equivalent to step 3 medium intensity interventions

Better Access Initiative – National mental health initiative

The intent of the Better Access initiative is to improve treatment and management of mental illness within the community by increasing community access to mental health professionals and team-based mental health care. General Practitioners are being encouraged to work more closely and collaboratively with psychiatrists, clinical psychologists, registered psychologists and appropriately trained social workers and occupational therapists to facilitate this access.

Medicare rebates are available for up to ten individual and ten group allied mental health services per calendar year to patients with an assessed mental disorder who are referred by:

- A GP managing the patient under a GP Mental Health Treatment Plan; or
- Under a referred psychiatrist assessment and management plan; or



- A psychiatrist or paediatrician.

ATAPS – Access to Allied Psychological Services – National mental health initiative

Access to Allied Health Psychological Services (ATAPS) enables any GP to refer patients with a diagnosed mental health disorder to Allied Health Professionals for low cost short term intervention psychological services. ATAPS mental health professionals include psychologists, social workers, mental health nurses, occupational therapists and Aboriginal and Torres Strait Islander health workers with specific mental health qualifications.

Primary Health Networks are the fund holders for ATAPS. Patients are eligible for a maximum of 12 sessions per calendar year. In defined exceptional circumstances a maximum total of 18 individual services per patient per calendar year are available. Patients are also eligible for up to 12 separate group therapy services, within a calendar year, involving 6-10 patients.

Patients cannot access both ATAPS and Better Outcomes services simultaneously.

Suicide Prevention Service (SPS) – National mental health initiative

SPS provides fast-tracked referral to people who are assessed by a GP as being at increased risk of self-harm or suicide to free counselling sessions with an accredited SPS mental health clinician for intensive short-term support for up to two months to help ease the crisis, with the option to transition into the general ATAPS if required.

As part of the ATAPS program, the Primary Healthcare Network is fund-holder for this service. This service may also provide support to those people who are considered at increased risk in the aftermath of a suicide.

When making an after-hours referral additional support should be provided to the client until a mental health clinician can be contacted.

Mental Health Nurse Incentive Program (MHNIP) – National mental health initiative

The MHNIP provides funding to community-based general practices, private psychiatric practices and other appropriate organisations so they can employ/contract mental health nurses to help provide coordinated clinical care to patients with severe and persistent mental illnesses. General practitioners (GPs) and psychiatrists determine which patients are eligible for services under the MHNIP.

Clients need to have a diagnosed mental health disorder which significantly affects their daily living and can receive an unlimited number of sessions for approximately two years.



7.2 Psychosocial support

Note that many of the following services are likely to be provided through NDIS in the future.

Mental Health Community Support Services (MHCSS)

MHCSS support people with psychiatric disability to manage their self-care, improve social and relationship skills and achieve broader quality of life via physical health, social connectedness, housing, education and employment. They are distinct from clinical mental health services, and play a vital role in supporting people with a severe mental illness and psychiatric disability throughout the recovery process.

A range of programs are provided by MHCSS, with access to specific programs via a catchment based intake assessment service.

MHCSS Intake & Assessment

The service provides a telephone-based assessment to determine a person's eligibility and priority for MHCSS individualised client support packages, youth residential rehabilitation services, adult residential rehabilitation services and supported accommodation services.

The eligibility criteria for MHCSS are age (16-64 years) and presence of a disability that is attributable to a psychiatric condition and is permanent or likely to be permanent.

The service role includes screening and determining eligibility, prioritising referrals, providing self-management information and follow-up contact with people waiting for services, coordinating access to regional bed-based community services and supported residential services and providing general mental health information and referrals to other services.

All state-funded mental health community support services must accept referrals via the catchment-based system. Any agency or individual that supports a person with a psychiatric disability can make a referral to their local intake assessment agency.

Individualised client support packages (ICSPs)

Provide rehabilitation and recovery support tailored to a person's needs and preferences. ICSPs can be individual and/or group, depending on a person's preferences and type of support needed.

Individuals will develop a recovery plan with their ICSP provider which may include mental health self-care and self-management, daily living skills, physical health, housing and living arrangements, social relationships, social connections, education, employment, parenting and needs of vulnerable children.



Adult residential rehabilitation (ARR)

Provide psychosocial rehabilitation support in a residential setting to people aged 16–64 with a psychiatric disability. The aim of ARR services is to assist people to develop social and daily living skills, maximise independence, encourage them to participate in the life of the community and to develop the confidence and ability to move on to independent living.

Youth residential rehabilitation (YRR)

Provide residential psychosocial rehabilitation support to young people 16–25 years of age with a psychiatric disability to help young people to achieve their recovery goals. This may include learning skills and gaining the confidence required for independent living, learning to better manage their mental illness and developing social relationships, social connections, recreation, physical health, education, vocational training, employment and housing, and support for alcohol and drug issues.

Supported accommodation

Supported accommodation services provide long-term psychosocial rehabilitation support in a residential setting to people 16–64 years of age with an enduring psychiatric disability.

7.3 Other MHCSS programs

The following MHCSS programs are available by direct access to the MHCSS provider of planned respite, mutual support and self-help, and carer support rather than via the intake and assessment service.

Planned respite

Provide a short-term change in environment for a person with a mental illness and a break for carers, and include both formal and informal psychosocial rehabilitation components and may involve social and recreational day activities, including in-home support, holiday and adventure activities, and residential components.

Mutual support and self-help

Provide information and peer support to people with a mental illness and/or their carers which can involve the sharing of experiences and coping strategies, the provision of information and referral services, and the promotion of community awareness.

Carer support

Assist carers, families and friends of people with a mental illness through the provision of information, financial assistance and general support. Carer support can occur in the carer's home, Mental Health Community Support Services (MHCSS), or in the community. Carer support workers, located in carer respite centres, can assist in arranging respite and provide links to mutual support and self-help groups.



Carer respite centres provide information about the range of services and support available for carers of people with a mental illness and links to relevant public mental health services, as well as relevant information and resources.

Social Inclusion Mental Health Support Services Initiative

The social inclusion mental health support services initiative will support 'soft' entry points into MHCSS programs for adults and young people with a mental illness and associated psychiatric disability who experience significant disadvantage and complexities. This initiative is intended to support people who have a mental health illness together with a range of complex issues but who are not eligible for MHCSS to access other relevant and appropriate community support services.

7.4 Clinical mental health

State-funded specialist mental health services provide a broad range of accessible, publicly funded community-based and inpatient clinical mental health services targeting those requiring more intensive clinical intervention and support for all age groups.

7.4.1 CHILD AND ADOLESCENT MENTAL HEALTH SERVICES (CAMHS) & CHILD AND YOUTH MENTAL HEALTH SERVICES (CYMHS)

State-funded mental health services for young people aged 12-25 are currently provided by three service types: CAMHS, youth mental health services and adult mental health services.

As part of ongoing reform and service improvements, CAMHS and adult mental health services are working together to deliver a new response for children and young people aged 0 to 25 years – CYMHS – to provide seamless care across this important age range.

In the NWMPHN catchment this is further complicated by Orygen Youth Health providing services to those aged 15 and over and Royal Children's Hospital providing services to those under 15 in most of the catchment.

CAMHS provide catchment-based specialist mental health treatment and care to children and adolescents, generally up to 18 years of age, with moderate to severe, complex and disabling problems and disorders. Vulnerable children and young people and families, including those involved in statutory services, are prioritised.

Services provided include **community based assessment** and crisis assessment, case management and continuing care, multi-modal treatments, individual, family and group therapy and parent or carer support, consultancy services to other community agencies and service providers and **acute inpatient care** for adolescents.

Services provided by **CYMHS** include a single **triage** linked to assessment services, **intensive mobile outreach services** providing crisis response and home treatment over extended hours, **mobile case management** services for young people with complex needs, case management and therapeutic individual and family services, group-based personal, social and vocational recovery programs and **youth specific acute inpatient program**



support for those who cannot be effectively or safely assessed and treated within home and community service settings.

Youth mental health services may be provided as part of the CAMHS or Adult service as appropriate to the persons age and needs or by a specialist provider such as Orygen Youth Health if the person resides in their catchment.

Early psychosis services for young people aged 16–25 who are experiencing a first episode of psychosis are available statewide as a subspecialty program in specialist adult mental health services. For residents of the City of Yarra, the St. Vincent's Mental Health program age range is 16–65.

7.4.2 ADULT MENTAL HEALTH SERVICES

Provide a range of community-based clinical assessment, case management, crisis intervention, and rehabilitation services as well as inpatient treatment aimed primarily at people aged 16 to 64 years with a serious mental illness or disorder who experience significant levels of disturbance and psychosocial disability.

All clinical adult area mental health services provide intensive community treatment, mobile support and continuing care and acute inpatient care.

Key services provided include:

- **Acute inpatient units** providing voluntary and compulsory short-term inpatient management and treatment during an acute phase of mental illness;
- **Psychiatric assessment and planning unit (PAPUs)** deliver fast access to short-term specialist psychiatric inpatient assessment and treatment for people experiencing an acute episode of mental illness. PAPUs may be part of the mental health inpatient unit or linked to the Emergency Department;
- **Secure extended care inpatient services** provide secure inpatient care and treatment for people with a severe and often unremitting mental illness. Services are provided on a larger regional catchment basis and are gazetted to take compulsory patients;
- **Community based services** which may be centre based or mobile and include 24 hour crisis response and short to medium-term assertive community treatment as an alternative to acute inpatient care; extended hours intensive long-term support for people with prolonged and severe mental illness and associated high-level disability and assessment, treatment, case management, support and continuing care services in the community. This is the largest component of adult community-based services;
- **Prevention and recovery care (PARC)** fill the gap between acute inpatient units and care provided at home by providing clinical treatment and short-term residential support in a partnership between clinical mental health services and a MHCSS to prevent unnecessary acute inpatient admissions or allow a person to be discharged sooner from an inpatient unit;
- **Community Care Units** provide clinical care and rehabilitation services in a community-based residential facility and support the recovery of people seriously affected by mental illness to develop or relearn skills in self-care, communication and social skills. They provide medium to long term clinical and rehabilitation support for people unable to live in



other community residential options and access to 24-hour multidisciplinary clinical support and treatment, including regular medical psychiatric review;

- **Homeless outreach psychiatric services** provide specialist clinical and treatment responses tailored to people who do not engage readily with mental health services;
- **Dual Diagnosis** provide clinical services to individuals who have co-existing mental health and drug or alcohol issues, to improve their health outcomes, upgrade the skills of clinicians in both mental health and drug and alcohol services;
- **Consultation and liaison psychiatry** delivers mental health services to people who have a primary medical condition that may be associated with a mental illness;
- **Mental health and police response (MHaP)** is a joint police and mental health service for people who need urgent mental health assessment and treatment in the community; and
- **Forensic clinical specialist program** involves appointment of dedicated forensic clinicians in some area mental health services, with a senior Forensicare clinician providing specialist orientation, training and education, secondary consultation and advice, together with clinical supervision to improve the clinical skills and expertise of staff working with clients who have offended or are at high risk of offending.

7.4.3 OLDER OR AGED PERSONS MENTAL HEALTH (APMH)

Provide specialist mental health services for people aged 65 years and over and with long-standing mental illness or those who have developed functional illnesses in later life.

Service components include community-based teams, acute inpatient services, intensive community treatment programs and residential care.

Community-based APMH services are delivered through multidisciplinary teams that provide specialist expertise in medical assessment and treatment, psychological, behavioural, social and functional assessments and a range of therapeutic interventions.

Acute inpatient services for older people are located with other aged care facilities and general hospitals to provide short-term inpatient management and treatment during an acute phase of mental illness until sufficient recovery allows the person to be treated effectively in the community.

The **intensive community treatment (ICT)** program in aged persons mental health (APMH) services is an alternative to acute inpatient beds providing intensive treatment in the older person's home during an acute phase of a mental illness, when this wish is expressed by the person and their family or carer.

Specialist residential care is provided for older people with a mental illness who cannot live at home or be managed in mainstream aged care residential services. APMH nursing homes and hostels provide accommodation, ongoing assessment, treatment and rehabilitation as a transition to mainstream residential care.

Nursing homes treat older people with a mental illness (typically for a period of 12 to 18 months), with the aim of reintegrating them with mainstream aged care residential services.



Hostels provide accommodation and support for daily living for older people who cannot live at home, but require a period of specialist support. These clients do not need full nursing care.

7.4.4 STATEWIDE AND SPECIALIST MENTAL HEALTH SERVICES

There are a range of more specialist publicly funded mental health services located within the NWMPHN catchment providing services both within and external to this area.

Mother Baby (Parent Infant)

Specialist clinical mental health services may have a role when women are seriously affected by mental illness.

Specialist mother and baby units can provide a residential environment for assessment and support for mental health issues in the postnatal period. They provide antenatal and postnatal psychiatry, mother baby psychiatry and infant mental health assessment and management of psychiatric disorders in pregnancy and post birth. Some specialist clinical mental health services may have additional targeted perinatal mental health services, generally known as perinatal emotional health programs.

Eating Disorder

Both intensive community-based services for the treatment of eating disorders and acute inpatient care services are provided in Victoria. Intensive community-based services to treat eating disorders are an alternative to acute inpatient care and are the preferred option for treatment. Specialist eating disorder services provide assessment and bed-based treatment for the most acute and severe presentations.

Clinical mental health services for adults, adolescents and children (both inpatient and community-based) are expected to treat moderate to severely affected people with eating disorders.

Forensic Mental Health Services

Forensic mental health is a specialist area in the mental health system. It meets the needs of people with a mental illness who have offended or are at risk of offending. The Victorian Institute of Forensic Mental Health (known as Forensicare) delivers inpatient and community based services, as well as prison based mental health services. Inpatient services include the 116 bed secure Thomas Embling Hospital in Fairfield for patients from the criminal justice system, either transferred from the prison system or ordered by the courts to be detained for psychiatric assessment and/or care and treatment.

Forensic Community mental health service

Through this statewide service, Forensicare provides outpatient and community-based programs for people who have a serious mental illness and have offended, or are at high



risk of offending. This includes specialist assessment and treatment for people who present with a range of serious problem behaviours.

Aboriginal mental health

St Vincent's Mental Health Acute Inpatient Service has five specialist Aboriginal beds that are managed with the Victorian Aboriginal Health Service (VAHS) Family Counselling Service for Aboriginal people from across Victoria.

Neuropsychiatry

Neuropsychiatry specialises in mental illness associated with disorders of the nervous system. A statewide specialist service including a specialist inpatient unit offers assessment, short-term admission and treatment in relation to neuropsychiatric 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), works with specialist mental health services across Victoria to assess, treat, and support people with a dual disability.

Transcultural, refugee and asylum seeker mental health

Mental health services in Victoria include specialist health programs and community services such as the Victorian Foundation for Survivors of Torture, Victorian Transcultural Mental Health Service and the Department of Health and Human Services' Refugee Health Program which operates in 17 LGAs within Victoria.

Psychological Trauma Recovery Service (PTRS)

The PTRS provides specialised services for past and current-serving Australian Defence Force personnel as well as persons with trauma-related mental health conditions.

7.5 Private Hospital Services

Private Hospitals are often leading providers of Mental Health services. Mental Health services within these facilities vary but where mental health is a focus of care will often provide consulting suites where psychiatrists, psychologists and counsellors see people on an outpatient basis as well as providing inpatient care.

Admission to a private inpatient service usually requires referral from a mental health professional within the hospital and as a private service fees are charged. Private hospital services can also be differentiated from public inpatient services by not routinely providing involuntary treatment nor the high intensity support available in the public sector.



Psychiatrists

Private psychiatrists mainly provide outpatient services from their consulting rooms or inpatient services at private hospitals. Many work across the public and private sectors. Referral is usually through a GP.

Private psychiatrists and GPs may work together with consumers, case managers and other workers from the mental health services in the development of individual treatment mental health plans – this may be through a specific program such as Better Outcomes or as part of good co-ordinated care.

In addition to private psychiatric hospitals which have consulting suites attached to their inpatient units, increasingly public mental health services are co-located with or support provision of private services to facilitate follow up care of their patients.

Psychologists

Psychologists may have a range of specialties including mental health diagnosis and treatment, various counselling treatments and those focussing on psychology and physical health. They provide specialist psychological intervention from evidence based treatments for a range of psychological and/or psychiatric issues or problems

GP referral under a mental health treatment plan or direct referral from a psychiatrist or a paediatrician is required to receive a Medicare rebate, but not essential to access private psychology services. As with psychiatrists, they may be located in individual practices or with other private mental health providers.

Other Private Mental Health Service providers

A range of other disciplines may provide private mental health services including social workers, occupational therapists and mental health nurses. Mental health social workers and occupational therapists who have completed additional training and professional development are eligible to provide focused psychological strategies under Medicare through GP referral as part of a patient's mental health treatment plan.

Other counsellors such as members of Australian Counselling Association (ACA) or Psychotherapist and Counsellors Federation of Australia (PACFA) may also provide private services including help with personal issues such as relationships, grief and loss, coping with stress.



8 Availability of services – mental health

This section provides a detailed description of mental health services within each of the five main service clusters: Community and primary mental health; GP primary mental health services; Psychosocial Support; Clinical Mental Health; and Private health services. It includes details on the specific suite of services available, criteria for access and catchment coverage.

8.1 Community and Primary Mental Health – Community Health Centres

8.1.1 SUNBURY COMMUNITY HEALTH

Description of centre

Sunbury Community Health (SCH) provides a range of services which are intended to be responsive to community needs. Notably, the centre has an emphasis on preventive measures relevant to Alcohol and Drug Addiction and Mental Health. Some AOD services are provided in partnership with Odyssey House Victoria and UnitingCare ReGen.

Mental health services specific / Suite of services

SCH provides a range of services specific to mental health. These include counselling, child psychology and activity groups. Specifically:

- Counselling services (General) - provide general counselling services Monday to Friday which support people to better manage depression and anxiety, relationships and grief and loss;
- Youth Counselling - provided to young people experiencing depression, anxiety or other issues;
- Child Psychology - supporting children up to 12 years of age, this program helps children and families move through challenging times; and
- Other counselling and activity groups include family violence, financial, family support, men's and women's support groups.

Alcohol and other drug counselling is also available. This program is designed to promote the wellbeing of individuals, their families and our community by reducing the harms associated with alcohol and other drug use with the aim of restoring hope to those involved.

Criteria for access

Access to services is open to those living, working or studying within the catchment area. Some services such as counselling have a small fee associated with their use however this



is means tested and free for eligible clients. Please refer to specific programs for more details.

Catchment area

SCH services primarily the Hume LGA.

Contact

Sunbury Community Health

Centre location: 12-28 Macedon Street, Sunbury 3429
Phone: (03) 9744 4455
Postal address: PO Box 218, Sunbury 3429
Website: www.sunburychc.org.au

8.1.2 MERRI HEALTH

Description of centre

Formally known as Moreland Community Health Service Inc., Merri Health provides services to the City of Moreland and northern suburbs of Melbourne across a number of locations. Merri Health strives to create healthy, connected communities through provision of local health services across all life stages. Merri Health adopts a holistic approach that addresses, the medical, social, environmental and economic aspects that affect health. Merri Health engages with Aboriginal and Torres Strait Islander communities and is Rainbow Tick accredited.

Mental health services specific / Suite of services

MH offers the following programs that have a specific focus on mental health. Older and Aboriginal people can also be supported through a variety of services:

- Counselling - Generalist, Youth Counselling and Children's Psychology;
- GBLTIQ Youth Support Services;
- Family Violence Counselling;
- Access to Allied Psychological Services (ATAPS) – Adult and Children's;
- Day2Day Living – mental health and wellbeing group activities;
- Personal Helpers and Mentors Service (PHaMs);
- Mental Health Community Nursing;
- Victim's Assistance Program;
- School Focussed Youth Services;
- TRACKS – Early intervention services for young people;



- Mental Health Respite Support for Carers;
- Drop In Social Work Support Service; and
- Supported Residential Services Support.

Criteria for access

Access to services is generally open to those living, working or studying across the northern metropolitan region. Some programs have specific eligibility requirements, please refer to the Merri Health website for specific program requirements.

Catchment area

Merri Health provides services across the northern metropolitan region of Melbourne.

Contact

Merri Health – VIC Place

Office Location: 21 Victoria Street, Coburg 3058
Phone: (03) 9355 9900
Web: www.merrihealth.org.au

Merri Health – Coburg

Office Location: 93 Bell Street, Coburg 3058
Phone: (03) 9350 4000
Web: www.merrihealth.org.au

Merri Health – Brunswick

Office Location: 11 Glenlyon Road, Brunswick
Phone: (03) 9387 6711
Web: www.merrihealth.org.au

Merri Health – Preston

Office Location: Level 2/110 Chifley Dr, Preston 3072
Phone: (03) 9495 2500
Web: www.merrihealth.org.au

Merri Health – Fawkner

Office Location: 79 Jukes Road, Fawkner 3060
Phone: (03) 9357 2444
Web: www.merrihealth.org.au

8.1.3 ISIS PRIMARY CARE LTD

Description of centre

ISIS Primary Care is a large community health service based in the western suburbs of Melbourne and has a unique blend of community-based, family-focussed and generalist



health and welfare services. While primarily focussed on the municipalities of Wyndham, Brimbank and Hobson's Bay, some services are provided throughout the region.

The extensive range of integrated services provided includes – Alcohol and Other Drug (AOD) counselling, Gambler's Help counselling, generalist counselling, Acquired Brain Injury case management and ABI community-based recreational programs, home-based aged care, family services case management, medical and dental, allied health therapy services, health promotion and community development activities.

Mental health services specific / Suite of services

ISIS Primary Care provides a significant number of mental health and AOD services to those who reside within their catchment including:

- AOD Community and Forensic counselling - inclusive of clients with high prevalence Mental Health disorder and mild to moderate conditions;
- AOD Care Recovery and Coordination - inclusive of clients with high prevalence Mental Health disorder and mild to moderate conditions;
- Specialist Dual Diagnosis Mental Health/AOD consultancy and counselling inclusive of clients with high prevalence mental health disorder and mild to moderate conditions;
- ATAPS Counselling – clients with mild to moderate mental health disorder;
- Family Support Program –inclusive of parents and children with mild/moderate mental health issues;
- Gamblers Help Western – Therapeutic Problem Gambling Counselling, inclusive of clients with high prevalence Mental Health disorder and mild to moderate conditions;
- Refugee Health – case management for clients suffering mental health conditions as a result of refugee experience;
- Generalist Counselling including – high prevalence mental health disorder, mild to moderate mental health problems, family issues;
- Women's and Youth Health;
- Child Developmental Psychology Assessment and treatment;
- Parental guidance and support Programs; and
- Aged Care case management services including home-care management of clients with mild onset of dementia and other mental health conditions.

Criteria for access

Those eligible to use ISIS Primary Care services must live, work or study in the municipalities of Wyndham, Brimbank and Hobson's Bay. More program specific criteria can be obtained through their website.



Catchment area

Wyndham, Brimbank, Hobsons Bay and Melton.

Contact

ISIS Primary Care

Centre location: 1 Andrea Street, St Albans 3021;
Phone: (03) 9296 1200;
Postal address: PO Box 147, St Albans 3021; and
Website: <http://www.isispc.com.au/>

8.1.4 DJERRIWARRH HEALTH SERVICES

Description of centre

Spread across three main locations; Bacchus Marsh, Melton and Caroline Springs, Djerriwarrh Health Services (DjHS) provides primary health care through to acute medical and acute surgical services.

Mental health services specific / Suite of services

DHS offers mental health and AOD services through a variety of programs. More detail as well as other programs can be found at their website. DjHS provides:

- Counselling Services across all age range and life stages; individual and group work, family counselling and family therapy, family violence group work, women and children, men's behaviour change groups, financial counselling, anxiety and depression, trauma, grief and loss, specialist adolescent and young adult service, vulnerable pregnant women's outreach programme. It is noted that after hours appointments are available;
- Women, children and adult social work service; outreach, support, information and advocacy; and
- Paediatric psychology.

Criteria for access

Access to programs is generally for those residing within the Melton and Moorabool shires. Please refer to website and program descriptions for more specific eligibility criteria. All services are prioritised to those most in need and who cannot afford private counselling and psychology services.

Catchment area

DiHS serves primarily the Local Government Areas of Melton and Moorabool.



Contact

Djerriwarrh Health Services

Centre location: Corner Yuille and High Streets, Melton 3337;
Phone: (03) 8746 1100;
Postal address: PO Box 3, Melton 3337; and
Website: <http://www.djhs.org.au/>

8.1.5 DIANELLA COMMUNITY HEALTH

Description of centre

A not-for-profit organisation, Dianella Community Health (DCH) provides health services to those living, working or studying in the City of Hume. Its range of services focuses on addressing the needs of the community through direct care, community development, partnership, joint work and advocacy through both internal and external agencies. They also operate the GP Super Clinic.

Mental health services specific / Suite of services

Mental health and wellbeing services at DCH include counselling and support services, community mental health services and school focused youth services. The range of services includes:

- Counselling and Support Service provide counselling, social work and emergency relief services for people living or working in Hume;
- Child and Adolescent Psychology Services – a confidential service for young people from diverse backgrounds;
- The Community Mental Health Service includes the Day to Day Living program run from the Craigieburn campus;
- The Hume School Focused Youth Service focuses on strengthening supports for young people through the development of partnerships between schools and community organisations. This program also coordinates services to ensure young people access appropriate supports; and
- Healthy Mothers, Healthy Babies Program which provides assertive outreach to pregnant women who may be difficult to engage, or have complex needs, and includes health information/education about the impacts of drug and alcohol use during pregnancy.

GP Super Clinic

The GP Super Clinic is designed to meet the growing demand in the area of Hume, the GP Super Clinic was opened in February 2015 and includes bulk billed General Practice, Specialist and Nursing Services.



Criteria for access

Eligibility requires the client to live or work within the catchment area. Please refer to website for program specific eligibility criteria.

Catchment area

DCH serves primarily the Hume LGA.

Contact

Dianella Community Health

Centre location: 21-27 Hudson Circuit, Meadow Heights 3048;

Phone: (03) 9302 8888;

Postal address: 21-27 Hudson Circuit, Meadow Heights 3048; and

Website: <http://www.dianella.org.au/>

8.1.6 DAREBIN COMMUNITY HEALTH SERVICES

Description of centre

Darebin Community Health Service (DCHS) provides health services and group programs to those living, working or studying in Darebin. Among a wide range of community services the Centre offers mental health and alcohol and other drug programs. Some AOD services are provided on site by North & West Metro AOD Service which is an Odyssey House and ReGen partnership.

Mental health services specific / Suite of services

Mental health services

To support those living with mental health issues Darebin Community Health offers services including a mental health nurse, psychiatrist access and counselling services. Mental Health Nurses undertake detailed assessments and work to develop mental health care plans. Access the psychiatry service requires a referral from one of their GPs. The psychiatry service does not prescribe, nor provide ongoing treatment however they do undertake comprehensive assessments and recommend treatment plans for the GP to administer.

Alcohol and other drug

The AOD program at DCHS operates primarily as a harm-reduction program and includes a needle and syringe program, pharmacotherapy prescribing service, steroid education program and counselling.



Criteria for access

Services are available to those living, working or studying in the city of Darebin. Please refer to specific programs for more eligibility criteria.

Catchment area

DCHS serves primarily the Darebin LGA.

Contact

Darebin Community Health:

Centre location: 125 Blake Street, East Reservoir 3073;
Phone: (03) 8470 1111;
Postal address: 125 Blake Street, East Reservoir 3073; and
Website: <http://www.dch.org.au/>

8.1.7 COHEALTH

Description of centre

One of the largest and newest community health care organisations cohealth services a wide range of locations across Melbourne's northern, western and inner suburbs. It provides services across mental health, oral health, family violence, AOD, aged care, medical and integrated services.

Mental health services specific / Suite of services

MHCSS Catchment Planning: cohealth is responsible for *coordinating* Mental Health Community Support Services (MHCSS) catchment-based planning for the north west of Melbourne.

Mental Health Support Services: Mental health support services are focused on personal recovery and bring together an integrated team of workers with lived experience, carers and clinicians. Those accessing mental health services are also provided with priority access to the suite of services offer by cohealth including medical, allied health etc. Please refer to website or contact their offices for more specific service details.

MACNI (Multiple & Complex Needs Initiative)

MACNI is a statewide and time-limited response for people 16 years and older with multiple and complex needs; including those with combinations of mental illness, substance use problems, intellectual impairment, acquired brain injury forensic issues.

Criteria for access

Eligibility is determined by the Centralised Intake and Assessment Services provided by NEAMI and EACH.



Client participation in MACNI is voluntary. Referrals usually come in through government departments and mental health service providers.

Catchment area

cohealth services 14 LGAs in total. Those relevant to this catchment include:

- Brimbank;
- Darebin;
- Wyndham;
- Hobson's Bay;
- Hume;
- Yarra;
- Melbourne;
- Maribyrnong;
- Melton; and
- Moonee Valley.

Contact

cohealth - Collingwood, Fitzroy & Melbourne

Centre location: 365 Hoddle Street, Collingwood 3066

Phone: (03) 9411 4333

Website: <http://cohealth.org.au/>

cohealth - Footscray, Braybrook, Werribee & Melton

Centre location: 215 Nicholson Street, Footscray 3011

Phone: (03) 8398 4100

Postal Address: PO Box 41, Footscray 3011

Website: <http://cohealth.org.au/>

cohealth - Flemington, Moonee Ponds and Niddrie

Centre location: 7 Chester Street, Moonee Ponds, VIC 3039

Phone: (03) 9377 7100

Website: <http://cohealth.org.au/>

cohealth – Indigo Team (specialises specialise in care plan development and care coordination and are a specialised service provider for MACNI)

Centre location: 2 Devonshire Road, Sunshine, 3020

Phone: (03) 9313 2820



8.1.8 MACEDON RANGES HEALTH

Description

Macedon Ranges Health is a community based not-for-profit organisation dedicated to the provision of health, community, welfare and aged care services to the communities of Macedon Ranges Shire and surrounding districts.

Macedon Ranges Health provides a range of mental health services, Monday to Friday, within the Macedon Ranges Shire.

Suite of services

The following services have a focus on mental health and social inclusion:

- General Counselling supporting youth and adults in anxiety, depression, grief and loss and relationship difficulties;
- Psychology supporting children and adults in mood disorders, workplace bullying, grief and loss, relationship issues, adjustment difficulties, eating disorders, personality disorders includes support for those with stress, depression, anxiety, family relationships, PTSD, complex traumas, drug and alcohol, well - being, Crisis based work;
- Youth Services – onsite and outreach clinic in Sunbury, Gisborne and Kyneton, providing services to young people experiencing mental health issues such as anxiety, depression as well as other issues;
- Community Kitchen working with groups to foster community engagement and social inclusion;
- Broadband for Seniors encouraging social engagement and community connectiveness; and
- Men's Shed.

GP clinic on site open 7 days a week, bulkbilling for general services available. Macedon Ranges Health also directly sponsors and collaborates closely with:

- **PS My Family Matters:** a regional based support group for carers of people with a mental health illness. Counselling services are provided at the Macedon Ranges Health Centre; and
- **Live For Life Program:** A mental health promotion initiative targeting young people in the Macedon Ranges.

Criteria for access:

Generally, programs are offered to those who require the service and reside, work or live in the Macedon Ranges Shire. Please contact Macedon Ranges Health for program specific eligibility criteria.



Catchment

Shire of Macedon Ranges

Contact

Macedon Ranges Health
Address: 5 Neal St, Gisborne 3437
Phone: (03) 5428 0300
Web: <http://www.mrh.org.au>

8.1.9 COBAW COMMUNITY HEALTH

Description

Cobaw Community Health Services Ltd is a not for profit Company Limited by Guarantee, governed by a Board of Directors. Cobaw provides a comprehensive range of free and low cost services to over 5,000 people each year in early childhood, youth, families, adults, aged and disability.

Suite of services

Cobaw Community Health's counselling service aims to provide support for people of all ages (including children) in the Macedon Ranges Shire. Counselling can assist in addressing concerns or issues including:

- Family relationships;
- Depression and anxiety;
- Separation;
- Grief and loss; and
- Alcohol and other drug issues.

Catchment

Shire of Macedon Ranges

Contact

Cobaw Community Health Services
Address: 47 High Street, Kyneton 3444
Phone: 03 5421 1666
Web: <http://www.cobaw.org.au/contact-us/>



8.1.10 YOUTH PROJECTS

Description

Youth Projects provides a social model of care through its *Living Room Program*. This is a primary health service that provides free healthcare and support to improve the physical, mental and social wellbeing of individuals who are homeless or at risk of homelessness, disadvantaged or marginalised, with complex healthcare needs.

Suite of services

The Living Room provides free access to client support workers, doctors, nurses and allied health professionals including a podiatrist, psychologist, mental health nurse and nutritionist.

Catchment

This service is available to homeless people within the City of Melbourne.

Contact

Youth Projects

Address: 7-9 Hosier Lane Melbourne 3000

Phone: 03 9945 2100

Web: <http://www.youthprojects.org.au/contact>

8.2 Community and Primary Mental Health – Partners in Recovery

Partners in Recovery (PIR) Services have been established in 48 regions across Australia since 2013. PIR aims to better support people with a severe and persistent mental illness with complex needs, as well as their carers and families. Additionally, PIR will facilitate better coordination and promote more streamlined access to clinical and other services for people experiencing severe and persistent mental illness with complex needs requiring a multi-agency response.

Further information about the initiative is available at: www.health.gov.au/mentalhealth

The ultimate objective of the initiative is to improve the system response to, and outcomes for, people with severe and persistent mental illness who have complex needs by:

- Facilitating better coordination of clinical and other supports and services to deliver ‘wrap around’ care individually tailored to the person’s needs;
- Strengthening partnerships and building better links between various clinical and community support organisations responsible for delivering services to the PIR target group;
- Improving referral pathways that facilitate access to the range of services and supports needed by the PIR target group; and



- Promoting a community-based recovery model to underpin all clinical and community support services delivered to people experiencing severe and persistent mental illness with complex needs.

Organisations providing PIR services

In Victoria, there are currently ten regions receiving PIR services eight of these are PHN led initiatives and 2 are led by other community providers.

A PIR Organisation Consortium advises and steers each initiative and membership of the consortium comprises the key clinical and community mental health and other organisations in the region that may provide services to PIR consumers. Eastern Melbourne PHN is the lead agency for 3 PIR initiatives which includes the Northern Melbourne PIR which covers the LGAs of Banyule, Nillumbik, Whittlesea and two LGAs within the NWMPHN area, Darebin and Hume.

PIR consumer services are delivered by PIR service providers funded to employ Support Facilitators (mental health care coordinators). In Northern Melbourne, Mind Australia, Neami National and the Victorian Aboriginal Health Service (VAHS), are the PIR Service providers.

Notably, there appears to be a gap in service provision for the Western suburbs and outer northern suburbs.

Contact

Northern Melbourne PIR

Centre location: Level 2 Suite 206, 12 Ormond Blvd, Bundoora 3083

Phone: (03) 9046 1300

Postal address: 1 Eastern Melbourne PHN/ PO Box: 610, Box Hill VIC 3128

Website: <http://www.emphn.org.au/page/programs/mental-health/partners-in-recovery/>

8.3 Community and Primary Mental Health – PHaMs

Description of service

The Personal Helpers and Mentors (PHaMs) service aims to increase the opportunities for recovery for those who are significantly affected by mental illness. The approach is strengths based, recovery oriented and is designed for those aged over 16 whose ability to manage their daily activities is severely limited.

Organisations

8.3.1 WORKSKIL AUSTRALIA

Catchment

Workskil Australia services the Hume LGA



Contact

Workskil Australia

Centre location: Shop 16, 11-17 Pearcedale Parade, Broadmeadows 3047;
Phone: (03) 9351 3970;
Postal address: Shop 16, 11-17 Pearcedale Parade, Broadmeadows 3047; and
Website: <http://www.workskil.com.au/>

8.3.2 COHEALTH

Catchment

Hobson's Bay, Maribyrnong, North and West Hume (specifically postcode areas - 3043 3045 3047 3048 3049 3059 3061 3062 3063 3064 3427 3428 3429) and Wyndham.

Contact

cohealth - Hobson's Bay and Maribyrnong

Centre location: 215 Nicholson Street, Footscray 3011
Phone: (03) 9362 8181

cohealth- North and West Hume

Centre location: Suite 5, 33-35 Macedon Street, Sunbury 3429
Phone: (03) 9971 6200

cohealth - Wyndham (North and West, South West)

Centre location: 1-1 Watton Street, Werribee 3030
Phone: (03) 8744 2100

8.3.3 NEAMI LTD

Catchment

Neami services the LGAs of Yarra and Darebin.

Contact

Neami Inner catchment – Yarra LGA

Centre location: Level 1, 260 Hoddle Street, Abbotsford 3067
Phone: (03) 8679 9140

Neami Darebin Catchment

Centre location: 599 Gilbert Road, Preston 3072
Phone: (03) 8456 86918679 9140

Centre location: 8 Main Street, Thomastown 3074
Phone: (03) 9464 6455



8.3.4 JOB CO. EMPLOYMENT SERVICES;

Catchment

Job Co. Employment Services provides PHaMs to the LGAs of Yarra, Melbourne, Moreland and Moonee Valley.

Contact

Job Co. Employment Services

Centre location: 95 Albert Street, Brunswick 3056

Phone: (03) 5448 1100

8.3.5 ANGLICARE VICTORIA - ST. LUKES

Catchment

Anglicare Victoria (St. Luke's Anglicare) services a large catchment over three offices across the Murray PHN, Murrumbidgee PHN and the Macedon Ranges LGA within the NWMPHN. Services to this LGA are provided from the Kyneton offices of St Luke's.

Contact

St. Luke's Anglicare

Centre location: 1 Victoria Street, Kyneton 3444

Phone: (03) 5421 2000

- PHaMs (Personal Helpers and Mentors) programs Phone: 03 5421 2000
- Pathways (Specialist housing and mental health support for people being discharged into homelessness)
Phone: 03 5430 1200
- Planned and Flexible Respite Phone: 5430 1200
- Gambler's Help Programs (Counselling, case management, financial counselling – Free call 1800 244 323)
- Victims Assistance Programs (Specialist case management support for Victims of violent crime –
Free call 1800 244 323
- Financial Counselling - 1800 244 323
- Microfinance (No Interest Loans and other fair money products for disadvantaged people)
Free call 1800 244 323
- Family and Children Services Phone: 03 5440 1108
- Youth Services Phone: 03 5432 3922



8.3.6 THE SALVATION ARMY

Catchment

The Salvation Army provides services to the LGAs of Melbourne, Moonee Valley and Hume.

Contact

The Salvation Army

Address: Level 1, 13 Errol Street, North Melbourne 3051

Phone: (03) 9322 2502

8.3.7 BREAK THRU

Catchment

Break Thru provides services to the Brimbank and Melton LGAs.

Contact

Break Thru – St Albans

Address: 1 Andrea Street, St Albans 3021

Phone: (03) 9365 9500

Break Thru - Melton

Address: 9 Alexandra Street, Melton 3337

Phone: (03) 9365 9500

Break Thru – Visy Carers Hub

Address: 80b Harvester Road, Sunshine 3020

Phone: (03) 9365 9500

8.3.8 MERRI HEALTH

Catchment

MCHS services the LGAs of Hume and Moreland.

Contact

Merri Health

Address: 21 Victoria Street, Coburg 3058

Phone: (03) 9355 9900



8.4 Community and Primary Mental Health – headspace

8.4.1 HEADSPACE – COLLINGWOOD, GLENROY, CRAIGIEBURN, SUNSHINE AND WERRIBEE

Description of centre

headspace Collingwood, located on Level 1 of the Victoria Park Social Club, offers young people access to a range of youth-friendly health professionals who can help with:

- Mental health and counselling;
- Alcohol and other drug services;
- General health; and
- Education and employment opportunities & other services.

Mental health services specific / Suite of services

Mental health workers including psychologists, psychiatrists, counsellors and other allied health workers including GP services.

Provides help with any physical health issues as well as issues related to sexual health, drug or alcohol use, relationship problems or feeling down or upset in addition to youth programs and community awareness activities.

Criteria for access

Young people aged 12 to 25 can self-refer or be referred by a friend, teacher, parent, health worker or any trusted person. The service is free of charge or very low fee.

Catchment area

Does not have catchment boundaries but is located in Abbotsford and targets local and surrounding areas.

Contact

headspace Collingwood

Centre location: Level 1, Victoria Park (Social Club Building),
Corner Lulie & Abbott Streets, Abbotsford, 3067
Phone: (03) 9417 0150
Website: <http://headspace.org.au>

headspace Glenroy

Centre location: 2A Hartington Street, Glenroy 3046
Phone: (03) 9304 1011
Website: <http://headspace.org.au>



<u>headspace Craigieburn</u>	
Centre location:	Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road, Craigieburn 3064
Phone:	(03) 8338 0919
Website:	http://headspace.org.au
<u>headspace Sunshine</u>	
Centre location:	Visy Cares Hub, 80b Harvester Road, Sunshine 3020
Phone:	(03) 9927 6222
Website:	http://headspace.org.au
<u>headspace Werribee</u>	
Centre location:	Shop 13, 5 Duncans Road, Werribee, Victoria 3030
Phone:	(03) 8001 2366
Website:	http://headspace.org.au/headspace-centres/werribee/

8.5 Community and Primary Mental Health - D2DL

Description

The "Support for Day to Day Living in the Community (D2DL): a structured activity program" provides funding to improve the quality of life for individuals with severe and persistent mental illness by offering structured and socially based activities. The initiative recognises that meaningful activity and social connectedness are important factors that can contribute to people's recovery

Suite of services

The aims of the Support for Day to Day Living in the Community program are to:

- Support people with severe and persistent mental illness who experience social isolation;
- Increase the ability of people with severe and persistent mental illness to participate in social, recreational and educational activities;
- Assist people with severe and persistent mental illness to improve their quality of life and live successfully at an optimal level of independence in the community;
- Expand the capacity of the non-government organisation sector to offer structured day programs for people experiencing social isolation through severe and persistent mental illness; and
- Increase community participation by assisting participants to:
 - ▶ Develop new skills and/or relearn old skills;
 - ▶ Develop social networks;
 - ▶ Participate in community activities;
 - ▶ Develop confidence; and



- ▶ Accomplish personal goals.

Criteria for access

The Support for Day-to-Day Living in the Community program is available to people whose ability to manage their daily activities and to live independently in the community is impacted as a result of a severe mental illness. A person does not need to have a formalised clinical diagnosis of a severe mental illness to initially access the program.

Catchment area

Not specified formally but agencies target their local and surrounding areas.

Contact

cohealth – First Response

Address: 215 Nicholson Street, Footscray 3011
Phone: (03) 9362 8181
Website: <http://www.wrhc.com.au/services/healthy-mind/mental-health-services/first-response/>

cohealth Mid West D2DL

Address: Suite 9/2 Devonshire Road, Sunshine 3020
Phone: (03) 9313 2800
Website: <http://cohealth.org.au/>

cohealth Moonee Ponds

Address: 7 Chester Street, Moonee Ponds 3039
Phone: (03) 9377 7100
Website: <http://cohealth.org.au/>

Neami National – Thomastown

Address: 8 Main Street, Thomastown 3074
Phone: (03) 9464 6455
Website: <http://www.neaminational.org.au/get-support/find-service/neami-thomastown>

Neami – Regent

Address: 599 Gilbert Road, Regent 3072
Phone: (03) 8456 8691
Website: http://www.neaminational.org.au/sites/default/files/brochure_regent_p129dl_digital.pdf

MIND Australia – Sprout

Address: 40 Clapham Street, Thornbury 3071
Phone: (03) 1300 286 463
Website: <https://www.mindaustralia.org.au/need-help/mind-services-in-victoria/mind-victoria/group-support-services.html>



Dianella Community Health

Address: 6 Newbold Avenue, Craigieburn 3064
Phone: (03) 9303 0545
Website: <http://www.dianella.org.au/>

Merri Health

Address: 21 Victoria Street, Coburg 3058
Phone: (03) 9355 9900
Website: <http://mchs.org.au/>

St Mary's House of Welcome

Address: 165 Brunswick Street, Fitzroy 3065
Phone: Phone: (03) 9417 6497
Website: <http://www.smhow.org.au/>

MIND Australia Community Services – 'Amaroo Arts program' Williamstown

Address: 97 – 99 Osborne Street, Williamstown 3016
Phone: (03) 9397 2709
Website: <https://www.mindaustralia.org.au/need-help/mind-services-in-victoria/mind-victoria/group-support-services.html>

8.6 GP Primary Health Services

For the purpose of this review General Practice services relevant to mental health services were considered to be:

- GP Super Clinics;
- Access to allied psychological services (ATAPS);
- Suicide prevention services; and
- Mental health nurses.

8.7 GP Primary Services - GP Super Clinics

For the catchment there were three relevant GP Super Clinics servicing the area.¹¹¹ These were:

- Ballan GP Super Clinic;
- Wyndham Vale Primary Care Centre; and
- Dianella GP Super Clinic.

¹¹¹ Relevant GP Super Clinics include those listed in the Commonwealth Department of Health GP Super Clinics Programme as well as Dianella GP Super Clinic, <http://www.health.gov.au/internet/main/publishing.nsf/Content/pacd-gpsuperclinics>



8.7.1 BALLAN GP SUPER CLINIC

Ballan District Health and Care (BDHC) offer a GP service at their Super Clinic from their centre for community health. There are no eligibility criteria for access and most consultations are bulk billed. From the same location (Ballan Centre for Community Health) psychology and social work services are also offered, however this is part of BDHCs community programs.

Catchment

This clinic services primarily the Moorabool Shire, however it is open to all visitors.

Contact

Ballan GP SuperClinic

Address: 164 Inglis St, Ballan 3342;

Phone: (03) 5366 7999

Website: <http://www.ballanhospital.com.au/index.php?mod=page&title=GP%20Super%20Clinic>

8.7.2 DIANELLA GP SUPER CLINIC

The Dianella GP Super Clinic primarily serves those living in the Local Government Area of Hume. They provide general practice, specialists and nurses on site and all appointments are bulk billed.

Catchment

The Dianella GP Super Clinic primarily serves those within the Hume LGA.

Contact

Dianella GP Super Clinic

Address: 42 Coleraine St, Broadmeadows 3047

Phone: (03) 8301 8888

Web: <http://www.dianella.org.au/>

8.7.3 WYNDHAM VALE PRIMARY CARE CENTRE

Owned by ISIS Primary Care, the Wyndham Vale Primary Care Centre offers bulk billed, general practice services, community health, allied health, pharmacy, dental as well as other services from its location. The general practice is run by Modern Medical and offers medical, chronic disease management, ECG onsite and pathology. Appointments can be requested through contact details below or via the internet.

Catchment

The Wyndham Vale Primary Care Centre primarily services the Wyndham LGA.



Contact

Wyndham Vale Primary Care Centre

Address: 510 Ballan Road, Wyndham Vale 3014

Phone: (03) 9296 1201

Web: www.wvpcc.com.au

8.8 GP Primary Services - Better Access Initiative – National mental health initiative

The Better Access Initiative aims to improve outcomes for people with a clinically-diagnosed mental disorder through evidence-based treatment. The initiative provides for Medicare rebates to patients for selected mental health services provided GPs, psychiatrists, psychologists (clinical and registered) and eligible social workers and occupational therapists.

Eligibility

The Better Access initiative is available to patients with an assessed mental disorder who would benefit from a structured approach to the management of their treatment needs. Mental disorder is used to describe a range of clinically diagnosable disorders that significantly interfere with an individual's cognitive, emotional or social abilities. *Dementia, delirium, tobacco use disorder and mental retardation are not regarded as mental disorders for the purposes of this initiative.*

Clients must see their GP if they wish to access this service.

8.9 GP Primary Services - Access to allied psychological services (ATAPS)

ATAPS enables any GP to refer patients with a diagnosed mental health disorder to Allied Health Professionals for **low cost short term intervention** psychological services. ATAPS mental health professionals include psychologists, social workers, mental health nurses, occupational therapists and Aboriginal and Torres Strait Islander health workers with specific mental health qualifications.

Table 8-1 lists the number of ATAPs providers by LGA, with the largest numbers located in Wyndham (36), Moonee Valley (34) and Melbourne (32). ATAPS services are available across the catchment.



Table 8-1: Number of ATAPS providers by LGA

CURRENT ATAPS PROVIDERS BY LGA	
Brimbank	16
Darebin	25
Hobsons Bay	14
Hume	24
Macedon Ranges	7
Maribyrnong	27
Melbourne	32
Melton	21
Moonee Valley	34
Moorabool	2
Moreland	21
Wyndham	36
Yarra	27
Other (adjacent area to catchment)	26

Eligibility

The focus of ATAPS is to provide psychological services to individuals who may be economically or socially disadvantaged, and unable to meet the gap payments under Medicare’s Better Access scheme. Such people may be pensioners, Health Care Card holders, low income earners, unemployed or students. ATAPS also provides services in priority areas such as perinatal depression, child mental health, suicide prevention and Aboriginal and Torres Strait Islander, LGBTIQ and CALD mental health services.

Clients must see their GP if they wish to access this service.

8.10 GP Primary Services - Suicide prevention services

The Suicide Prevention Service (SPS) offers intensive psychological counselling to people who are assessed as being at risk of self-harm or suicide. The program is funded through ATAPS. In the Melbourne Primary Care Network – NWMPHN catchment **“Care in MIND”** runs the SPS. In the North Western Melbourne region, the NWMPHN Contracts a large number of providers under the ATAPS SPS CAREinMIND(TM) program.

SPS provides:

- Intake within 72 hours of referral;
- Free counselling sessions over an 8 week period. During this period each counselling session will be delivered by an accredited SPS clinician;



- Optional referral for ongoing counselling via other Care in MIND programs;
- 24 hour support; and
- Formal liaison between clinician and GP.

Accessing SPS

In order to be eligible for this service you must be deemed to be at an increased risk of episodic self-harm or suicide by a GP, without requiring referral to an emergency mental health service.

Contact

Care in MIND - NWMPHN CAREinMIND Team

Phone: (03) 9347 1188;
Fax: (03) 9347 7433;
CAREinMIND Secure Fax Line: (03) 9348 0750;
Email: careinmind@mpcn.org.au
Web: <http://www.mpcn.org.au/>

8.11 GP Primary Services - Mental Health Nurses Incentive Program (MHNIP)

Mental health nurses operate from community health centres, general practices and other public health centres. A list of accredited mental health nurses can be found at the Australasian College of Mental Health Nurses (ACMHN) website.

Web: <http://www.acmhn.org/credentialing/credentialed-mhns>

8.12 Psychosocial support - Mental Health Community Support Services (MHCSS)

Mental health services specific / Suite of services

Services offered

Services offered include:

- **Individual client support packages** - Individualised client support packages (ICSPs) provide recovery support and rehabilitation services tailored to a person's needs and preferences. These packages may be provided to individuals or groups. Clients will develop a recovery plan with their ICSP provider which may include things such as daily living skills, physical health and living arrangements; and
- **Youth residential rehabilitation** services provide residential psychosocial rehabilitation support to young people 16–25 years of age with a psychiatric disability. The purpose of



this program is to help youth achieve their goals which may include things such as gaining confidence in independent living.

Criteria for access

Intake and Assessment

The website below provides a point enquiry and referral for all MHCSS funded community mental health services. The intake is for those with psychiatric disability aged 16-64, as well as carers and referring agencies to find and access mental health community support services.

<https://www2.health.vic.gov.au/mental-health/mental-health-services/services-by-type/mental-health-community-support-services/access-to-mhcscs-programs>

Intake and assessment provides the entry point into MHCSS programs. As it is a screening and referral service it does not have any access criteria. However, in order to be deemed suitable for services one must meet particular service access criteria. Please see below for more detail or visit the contact details provided below.

The following organisations provide Mental Health Community Support Services.

8.12.1 EACH

EACH social and community health provides community based services focused on health promotion, clinical treatment and support. Services include clinical services, child, youth and family services, employment, disability and aged support and mental health services.

Services offered

EACH provides services across the entire MHCSS spectrum including:

- Intake and Assessment;
- Individual Client Support Packages; and
- Youth Residential Rehabilitation.

Catchment served

EACH provides intake and assessment to Darebin. Delivery of services occurs in inner east Melbourne which includes Yarra.

Contact

EACH

Phone: 1300 003 224

Website: <http://www.each.com.au/services/tagged/Mental+Health/>



8.12.2 NEAMI NATIONAL

Neami National supports people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals. They provide a variety of MHCSS services to the catchment.

Services offered

Neami National provides the following MHCSS services:

- Intake and Assessment;
- Individual Client Support Packages; and
- Youth Residential Rehabilitation.

Catchment served

Neami National serves as the intake and assessment provider for South West, North West and Inner North regions which encapsulates all LGAs.

Contact

Neami National - Head office

Address: 247-249 Rosanna Road, Rosanna 3084;
Phone: (03) 9481 3277
Website: <http://www.neaminational.org.au/>

Neami Central Intake

Address: 305 Arthur St, Fairfield 3078
Phone: 1300 379 462
Web: <http://www.mpcn.org.au/>

Wyndam & Hobson's Bay

Address: 6 Campbell Street Yarraville 3013
Phone: (03) 8080 9861

Hume, Melton, Brimbank & Maribyrnong

Address: Level 2, Building A, 61 Riggall St, Broadmeadows
Phone: (03) 8354 8450 or (03) 8354 8454

Moreland & Moonee Valley

Address: Suite 2.02, 30 Sydney Road, Brunswick, VIC 3056
Phone: (03) 8383 2050

Yarra & Melbourne

Address: 1/260 Hoddle Street, Abbotsford, 3067
Phone: (03) 8679 9140



<u>Darebin</u>	
Address:	599 Gilbert Road, Regent VIC 3072
Phone:	(03) 8456 8691
Address:	8 Main Street, THOMASTOWN VIC 3074
Phone:	(03) 9464 6455

8.12.3 COHEALTH

cohealth is a provider of community services to 14 LGAs in Victoria. In terms of MHCSS services they offer:

Services offered

- Individual Client Support Packages; and
- Youth Residential Rehabilitation.

Catchment served

cohealth serves the following LGAs Brimbank, Darebin, Moreland, Hobson's Bay, Wyndham, Hume, Yarra, Melbourne, Maribyrnong, Melton and Moonee Valley.

Contact
<u>cohealth</u>
Collingwood, Fitzroy and Melbourne Phone: (03) 9411 4333
Flemington, Moonee Ponds and Niddrie Phone: (03) 9377 7100
Footscray, Braybrook, Werribee and Melton Phone: (03) 8398 4100

8.12.4 MIND AUSTRALIA

MIND is a provider of community mental health support services in Victoria. The focus of their services is to help people to gain better mental health and improve the quality of their lives.

Services offered

Mind Australia offers the following MHCSS services:

- Individual Client Support Packages;



- Youth Residential Rehabilitation;
- Adult Residential Rehabilitation;
- Respite services; and
- Mutual self-help and support services.

Catchment served

Mind Australia provides ICSPs to the Inner and Outer Northern catchments comprising the following LGAs: Darebin; Banyule; Yarra and Melbourne, within the NWMPHN catchment.

It provides YRR services to the Northern Melbourne catchment comprising the following LGAs: Darebin; Banyule; Whittlesea; and Nillumbik.

Contact

Mind Australia
Centre location: NA;
Phone: 1300 286 463;
Email: info@mindaustralia.org.au
Website: <http://www.mindaustralia.org.au>

8.12.5 BREAK THRU PEOPLE SOLUTIONS

Through the provision of person centred, individualised support, Break Thru offer programs and outreach support for people with mental health issues, young people, their families and carers working from a recovery model and early intervention framework.

Services offered

Break Thru People Solutions offers:

- **Individual Client Support Packages;**
- **Family Mental Health Support Services** - The FMHSS program is designed to support young people aged 0-18 who require early intervention to prevent potential mental health issues from developing. The program offers 1:1 work with the young person in single session, short term and intensive work in addition to groups, dependent on the needs of the young person and the family. This program is offered in Hume through the Connections@Craigieburn;
- **Mental Health Respite: Carer Support** - The MHR: CS program is intended to support carers of people with a mental illness (including ASD) to sustain their caring role. This can be through the provision of 1:1 case management for the carer, support groups, respite and educational activities for carers. This program across the North West, specifically in Brimbank, Hume and Darebin; and
- **Links Homelessness Pathways Program** - The Pathways program is a voluntary short term and intensive program which aims to create pathways for people living with mental



health issues and complex needs who have been admitted to an acute care facility from homelessness, or are at risk of homelessness to secure long term housing and support. The program in the Western suburbs namely Brimbank and Melton.

Catchment served

Break Thru services the North Western Melbourne catchment which comprises the following LGAs:

- Maribyrnong;
- Brimbank;
- Melton; and
- Hume.

Contact

Break Thru

Centre locations: 1 Andrea St, St Albans 3021
9 Alexandra Street, Melton 3337
54 Burnside Street, Deer Park 3023

Phone: (03) 9365 9500;

Postal address: 1 Andrea St, St Albans 3021;

Website: <http://www.breakthru.org.au/mental-health/>

Connections@Craigieburn

59 Craigieburn Road, Craigieburn 3064

Phone: (03) 9483 2401

8.12.6 ACSO

ACSO provide the intake, assessment and referral service for Mental Health Community Support Services for rural Victoria.

Services offered

Intake and assessment

Catchment served

ACSO serves the Moorabool and Macedon Ranges LGAs of the NWMPHN.



Contact

ACSO

Intake and assessment line: 1300 022 760

Phone: (03) 9413 7000
Address: 1 Hoddle St, Richmond 3121
Postal Address: PO Box 14278, Melbourne, VIC 3001
Web: <http://www.acso.org.au/>

8.12.7 CARE CONNECT

Care connect primarily works to assist individuals access the correct services which allow them to remain living independently at home. In partnership with **Aftercare** and **Life Without Barriers** MHCSS services can be provided to the Shire of Macedon Ranges.

Services offered

Individual Client Support Packages.

Catchment served

This service primarily serves the LGA of Macedon Ranges.

Contact

Care Connect

Phone: 1800 116 166
Web: <http://www.careconnect.org.au/>

Aftercare

Phone: (02) 8572 7700
Web: <http://www.aftercare.com.au/>

Life Without Borders (Richmond)

Phone: (03) 8480 9600
Address: Level 3, 554 Church Street, Richmond 3121
Web: <http://www.lwb.org.au/>

8.12.8 UNITING CARE BALLARAT

Uniting Care Ballarat, as part of the Grampians Consortium for Mental Health Community Support Services, provides a range of community, home based and residential Mental Health programs. This range of services supports people to remain in their own home and community whilst accessing the services they require.



Services offered

Individual Client Support Packages, including regular support to positively engage each person as they learn about the effects of mental illness and its management. Clients are supported and encouraged to participate in activities where they can meet other people, learn new skills and link into their local community life, including looking at recreation and employment possibilities.

Barnagen is a 12 month program which operates in a residential setting, providing psychosocial rehabilitation support to young people aged 16-25 years with a mental health condition that is impacting everyday living. The aim of Barnagen is to help young people to break the cycle of instability surrounding their mental illness as they work on their personal recovery journey.

Catchment served

Uniting Care Ballarat serves the Hepburn, Golden Plains, Ballarat and Moorabool LGAs.

Contact

Uniting Care Ballarat

Phone: (03) 5332 1286

Web: <http://www.unitingcareballarat.com.au/>

8.12.9 ST MARY'S HOUSE OF WELCOME

Description of service

The initiative is intended to trial models of mental health support for this vulnerable cohort, enabling innovative and flexible support designed to help people meet their personal recovery goals.

An important part of the service model is its capacity to link consumers to appropriate, relevant supports, including MHCSS and other support services such as homelessness or alcohol and drug services, to increase consumers' capacity to live independently in the community.

Services Offered

This service is available to people who have mental illness together with a range of complex issues (but who are not eligible for MHCSS programs) to access other relevant and appropriate health and community support services.

Catchment area

Located within LGA of Yarra



Contact

St Mary's House of Welcome

Address: 165 Brunswick Street, Fitzroy 3065
Phone: Phone: (03) 9417 6497
Website: <http://www.smhow.org.au/>

8.12.10 JESUIT SOCIAL SERVICES - SOCIAL INCLUSION MENTAL HEALTH SUPPORT SERVICES INITIATIVE

The social inclusion mental health support services initiative (the initiative) supports 'soft' entry points into the Mental Health Community Support Service (MHCSS) program for young people with a mental illness and associated psychiatric disability who experience significant disadvantage and complexities.

This initiative also supports people who have mental illness together with a range of complex issues (but who are not eligible for MHCSS) to access other relevant and appropriate health and community support services.

The Jesuit Social Services programs funded under this initiative are:

Connexions

Connexions was established in January 1995 as a response to young people experiencing co-existing mental health and drug and alcohol issues.

Connexions is a counselling program for young people with a dual diagnosis of mental illness and substance misuse. Connexions aims to improve the lives of young people experiencing mental health and drug and alcohol concerns. The program seeks to engage young people in relationships of trust and understanding, providing a professional service of counselling. Specifically, Connexions provides counselling, suicide prevention, drug and alcohol support for young people and clinical consultancy to other workers in the field.

The focus of the counselling services at Connexions is on longer term, intensive engagement with young people utilising a broad range of therapies within an integrated approach. In addition, the counselling team at Connexions provides secondary consultation, training and support to other workers engaged with this group of young people.

Criteria for access

Young people aged 16 – 28 years old experiencing co-existing mental health issues and alcohol and substance misuse. Diagnosis can be formal or self-reported.

Catchment area

Connexions is based in Collingwood and services the Melbourne metro-region. Counselling consultancy can be statewide across Victoria.



Contact

Connexions

Address: 1 Langridge Street, Collingwood 3066
Phone: (03) 9415 8700
Web: www.jss.org.au

Artful Dodgers Studios

Providing a flexible and welcoming studio space where marginalised young people can create art and music with the support of experienced artists and musicians.

Artful Dodgers Studios aims to:

- Engage at-risk young people through art and music;
- Increase young people's artistic and employability skills, social connection and self-esteem;
- Encourage young people to re-engage positively with learning; and
- Support young people who have mental illness together with a range of complex issues (but who are not eligible for MHCSS) to access other relevant and appropriate health and community support.

Criteria for access

Marginalised Young people 16-28 years with a mental illness and associated psychiatric disability who experience significant disadvantage and complexities.

Catchment area

North West Metro Region – based but provides services across the metropolitan regions.

Contact

Connexions

Address: 1 Langridge Street, Collingwood 3066
Phone: (03) 9415 8700
Web: www.jss.org.au



8.13 Clinical mental health - CAMHS & CYMHS

8.13.1 ROYAL CHILDREN'S HOSPITAL CAMHS

Description of service

The RCH CAMHS program provides a range of hospital inpatient, specialist, consultation and community mental health services for infants, children and adolescents/young people. Its teams are generally interdisciplinary with extensive child, youth and family expertise.

Young people may be admitted to an inpatient unit or intensive community service occurs when treatment cannot be safely or effectively managed at a lower level of care.

Most young people are treated voluntarily or with parental consent. However, the *Mental Health Act 2014* does provide for compulsory treatment of people with serious and acute mental health problems.

The Royal Children's Hospital admits young people aged 13–15 years of age from their local catchment.

Mental health services specific / Suite of services

The Mental Health Intake (Triage) Team

The Intake Team is the central contact point for most mental health referrals and enquiries about mental health at RCH. The intake team should be contacted for accessing or finding information about the following:

- Community mental health teams;
- General queries;
- Hospital consultation liaison team;
- Infant mental health team; and
- Requests for primary or secondary consultations.

Adolescent Inpatient Unit – Banksia ward

The Banksia Ward is a 16-bed adolescent inpatient service providing assessment and treatment for young people aged 12-18 years who require more assistance than can be offered in an outpatient setting. The unit treats a range of mental and psychological disorders including:

- Psychosis;
- Mood disorders;
- Emotional problems;
- Behavioural problems;



- Relationship problems;
- Habit or self-care problems; and
- Other psychological and perceptual problems.

The Ward provides the least restrictive environment possible while remaining compatible with the needs and safety of young people and staff. It also aims to promote community management wherever possible.

CASEA Team

CAMHS and Schools Early Action (CASEA) is an early intervention program for young children in Prep to Year 3 with challenging behaviours and emerging conduct disorders. This comprehensive school-based program works with parents and schools to help these children improve their behaviours early in life and make the most of their opportunities in the future. The program runs in up to 10 public or catholic education schools per year.

Child and Family Psychology Clinic

This clinic is a statewide fee-for-service clinic (for young people aged 0-18 years) that provides specialist psychology assessment and treatment/therapy for a range of issues including behavioural, social, emotional and learning problems. The clinic also provides comprehensive learning, educational, neuropsychological, cognitive and Autism Spectrum Disorder assessments.

Community Mental Health Teams (Outpatient)

RCH Mental Health Intake Team – for referrals

Young people (0 – 15 years) and their families might attend one of RCH's community teams for an initial consultation.

Most families are offered a Pathways Session. This session is conducted with two clinicians and the family. It involves pre-session phone contact with the family, a two hour appointment and post-session phone call. During the session, the aim is to focus on the family's priority of the most pressing concern. As with traditional assessments, risk issues take precedence. At the post-session phone call, a decision is made as to whether further ongoing appointments would be helpful for the young person's recovery. After this, RCH sends a summary letter to the family.

Some families are offered other options of treatment and care, such as individual therapy, family therapy, group programs and advice to schools.

Consumer Consultant

RCH's Consumer Consultant works with service users, staff and community to maintain and develop participation initiatives.



Developmental Neuropsychiatry Team

Specialist multidisciplinary assessment is provided for children aged 0-18 years with delays and impairments in several areas of development with associated emotional, social and behavioural problems. This team focuses on more complex presentations and unclear diagnoses.

Eating Disorders Team

In collaboration with the Centre for Adolescent Health, this team provides an integrated interdisciplinary assessment and interventions for young people aged 12-18 years with eating disorders and their families. Clinicians can discuss concerns for children younger than this with eating issues as well. A referral from a medical practitioner is required.

Gender Service

In collaboration with the Centre for Adolescent Health, this service provides young people (up to 18 years) with an integrated, interdisciplinary assessment, treatment and support with concerns regarding their gender identity. The service provides a coordinated psychiatric and medical service. A referral from a medical practitioner is required.

Hospital Consultation - Liaison Team

RCH Mental Health Intake Team

Young people (0-18 years) and their families may be referred to the Hospital Consultation-Liaison Team while they are in hospital receiving other medical investigations or treatment. We work with the young person, family and medical team to find out if there is a mental health difficulty and how we can help. As with traditional assessments, risk issues take precedence. It is possible that the child or adolescent may be referred to other teams within RCH Mental Health, another mental health service for young people or agencies in the community to assist the family through further appointments.

Infant Mental Health Team

A specialist infant mental health service for 0-4 year olds is able to see infants and pre-schoolers with a range of difficulties that may be impacting on their emotional wellbeing and development. There are regular professional development opportunities facilitated by the Infant Mental Health Team; secondary consultations are available on referral request.

Koori consumers

RCH Mental Health has a Koori Social and Emotional Wellbeing Officer who can assist Koori children, young people and their families at all points along their journey with us. Their role is to make sure RCH offers a safe cultural space for consumers to discuss their recovery. There are also supports available if a Koori child is in hospital through the Wadja Aboriginal Family Place.



Intensive Mobile Youth Outreach Service (IMYOS) Team

This team works with young people already referred to RCH Mental Health. They work in an outreach way (including frequent visits in the community to young peoples' homes, residential units, schools and community centres) when young people have significant difficulty engaging with a clinic-based service and have serious mental illness that needs intensive support.

Primary or Secondary Consultation RCH Intake Team

Consultations can be provided to professionals and agencies regarding general issues or individual cases. Regular consultations to an agency can also be arranged to build capacity in dealing with mental illness and recovery.

Neuropsychology

The RCH Psychology Service offers clinical psychology and neuropsychology services for young people aged 0-18 years living across Victoria. Clinical Psychologists and Neuropsychologists are trained to comprehensively assess children's behaviour, emotional state and cognitive functioning within a developmental framework and family context.

RCH Psychiatry Clinic

The RCH Psychiatry Clinic was established to provide psychiatric care to children and adolescents up to the age of 18 years, who present co-morbid mental health problems and physical health problems, are being treated at the Royal Children's Hospital and may not meet entry criteria for public mental health services. The Clinic is staffed by psychiatrists, with experience in working with children and young people with co-morbid physical illnesses and disabilities. The Clinic offers assessment and short to medium-term treatment of these problems, with consultation to referring paediatricians.

Specialist Autism Assessment Team

This specialist assessment service is for children aged 0-15 years who may have Autism Spectrum Disorder or related developmental problems. These children may have significant complexities and difficulties in speech and language development, play and social interactions. A referral from a Paediatrician is required. Many children with these difficulties can be diagnosed in the community and you may be directed to another Autism team for further assessment.

Travancore School

Travancore School is a Department of Education and Training school that supports students recovering from mental illness in the Western and Northern metropolitan regions of Melbourne. The teachers work in partnership with RCH Mental Health and Orygen Youth Health staff. The primary educational focus of all programs is to ensure student engagement with education and to transition students to community-based settings where applicable. Teachers offer comprehensive classroom-based learning, outreach support to students in an



educational setting and individual pathway plans. The school also builds the capacity of teachers and other staff to assist students with mental health issues.

Criteria for access

RCH's mental health services are mainly for young people aged 0-15 years and their families who live in the Western and Northwestern metropolitan regions of Melbourne.

RCH generally focuses its services on infants, children and adolescents with the most severe and complex mental illnesses.

The Mental Health Intake (Triage) Team is the main intake to ring for:

- Community Mental Health Teams;
- General queries;
- Hospital Consultation Liaison Team;
- Infant Mental Health Team; and
- Requests for primary or secondary consultations.

Young people up to the age of 18 are eligible for RCH's range of statewide services:

- Psychology - Statewide 0-18 year olds; and
- Neuropsychology - Statewide 0-18 year olds.

Eligibility should be checked with the RCH Intake (Triage) Team. As a general rule:

- RCH's hospital-based services (at the Emergency Department; on a ward; or as regular psychology outpatient where patients may or may not have another medical condition) are available for people who live anywhere in Victoria, Tasmania or southern New South Wales;
- RCH's outpatient services are generally available to people who live in the metropolitan areas listed below; and
- Services are generally free of charge or Medicare bulk-billed. A few psychology clinics may charge a gap fee for their work; and if a child/adolescent is an inpatient, the family may be asked about the option of using private health insurance at no cost.

Self-referrals (by the young person or their parent or carer) can be made, although RCH generally recommends individual clients have spoken to a local doctor (a GP), specialist doctor (e.g. Paediatrician) or other health care worker or School Welfare Coordinator.

Catchment area

LGAs: Hume, Melton, Wyndham, Hobson's Bay, Brimbank, Moonee Valley, Moreland, Melbourne and Maribyrnong.



Contact

Royal Children's Hospital

Address: 50 Flemington Road, Parkville 3052

Banksia Ward (Adolescent Inpatient Unit)

Phone: (03) 9345 9600 (when referrals made in business hours)

Emergency after hours referrals are managed through the RCH ED (03) 9345 6153

CASEA

Phone: (03) 9345 4877

Child and Family Psychology Clinic

Phone: (03) 9345 5917

Community Mental Health Teams (Outpatient)

RCH Mental Health Intake Team – for referrals

Phone: 1800 44 55 11 (free call)

Sunshine

Address: 22 Withers Street, Sunshine 3020

Hoppers Crossing

Address: Wyndham Health Service

117 Warringa Crescent, Hoppers Crossing 3029

Child and Family Psychology Clinic

Phone: (03) 9345 5917

Consumer Consultant

Phone: (03) 9345 6011

Developmental Neuropsychiatry Team

Phone: (03) 9345 4666

Eating Disorders Team

Phone: (03) 9345 6533

Gender Service

Phone: (03) 9345 5890

Hospital Consultation - Liaison Team

RCH Mental Health Intake Team

Telephone 1800 44 55 11 (free call)

Koori consumers

Phone: (03) 9345 6011

Mental Health Intake (Triage) Team

Telephone 1800 44 55 11

(Free call) Monday to Friday, 9am-5pm (excluding public holidays)

Intensive Mobile Youth Outreach Service (IMYOS) Team

Phone no. not available

Primary or Secondary Consultation RCH Intake Team

Telephone 1800 44 55 11 (free call)



Neuropsychology

Phone: (03) 9345 5373

RCH Psychiatry Clinic

Phone: (03) 9345 6180

Specialist Autism Assessment Team

Phone: (03) 9345 4026 or (03) 9345 6002

Travancore School

50 Flemington Street, Travancore, Victoria

Phone: (03) 9345 6053

8.13.2 AUSTIN HEALTH – CAMHS

Description of service

Program areas encompassed by CAMHS include: Statewide Child and Adolescent Inpatient services; community outpatient teams; mobile outreach services; therapeutic treatment including family and group therapy and collaboration with local schools.

Suite of mental health services - Inpatient services

Statewide Child and Adolescent Inpatient services

The Statewide Child Inpatient Unit is a 12-bed unit providing assessment and treatment of children under the age of 13 years servicing the whole of Victoria. The service incorporates involvement of the young person's family members.

The young persons treated in this setting are often experiencing severe emotional, behavioural and relationship difficulties and usually have been referred through CAMHS community services.

Adolescent Inpatient Unit

The Marian Drummond Adolescent Unit admits adolescents who have turned 13 (but are not yet 18 years of age) for assessment and treatment.

These young people may be experiencing emotional, behavioural or social difficulties and have usually had some outpatient treatment. A high proportion of the consumers are admitted in crisis. The 11-bed unit has high dependency and seclusion capacity and is based in the Marian Drummond building at the Austin Hospital.



Suite of mental health services – community services

Adolescent intensive management

The Adolescent Intensive Management (AIM) team provides a mobile outreach service to high risk adolescents who have been assessed by community outpatient teams as requiring intensive, more flexible day-to-day treatment or management in the young person's own environment.

The team provide secondary consultation and mental health education to key health and welfare agencies involved in the care of high risk adolescents. Services are co-ordinated by AIM to maintain continuity of care of the high risk adolescent.

Youth brief intervention

The Youth Brief Intervention Service is a component of the Adolescent Intensive Management team providing interventions for young people aged 12 to 24 years of age who may be experiencing acute psychological distress and crisis to the extent that their usual community and family supports are unable to cope.

Community outpatient teams

The Community Outpatient teams provide assessment and therapeutic treatment to children, adolescents and their families or carers and consultation with schools and other involved agencies. A specialist autism diagnostic service is also offered by the outpatient service.

Therapeutic treatment modalities for inpatient and outpatient teams may include one or a combination of:

- Family therapy;
- Individual therapy; and
- Group therapy.

Autism spectrum disorder programs

The Autism Spectrum Disorder Assessment Program (ASDAP) provides autism assessments for children between the ages of 2 and 12 years. The specialised multidisciplinary team consists of a speech pathologist, psychologist and psychiatrist.

The ASDAP team delivers an assessment to confirm or exclude a diagnosis of Autism Spectrum Disorder. Children are referred with concerns about development in the areas of social interaction, communication, behaviour and play where an Autism Spectrum Disorder is suspected. In addition, the Program provides specialised consultation to the wider CAMHS service for the assessment and treatment of children and young people with autism spectrum disorders.



Other CAMHS community services

CAMHS has extensive integration of its services in the community including consultation and liaison, mental health promotion, education and partnership with schools.

The Austin School

The Austin School is a friendly and supportive place where young people feel respected and valued. This educational support enables young persons to build positive relationships with peers and teachers and provides opportunities to build confidence and achieve success.

Teachers involved in all CAMHS teams run joint programs and assist children and adolescents in their base-school. The Austin School is an initiative of the Department of Education working in close collaboration with CAMHS.

The Consultation & Liaison Service

A CAMHS service provided to children and adolescents who are consumers of the Paediatric, Spinal, Liver Transplant, Neurology and other medical wards, where there is a concern about any emotional, psychological or psychiatric issues.

The Child and Adolescent Mental Health Service also provides a service for children and adolescents who present to the Emergency Department of Austin Health and require psychiatric input.

Mental Health Promotion and Secondary and Tertiary Consultation

All CAMHS programs provide secondary and tertiary consultations to assist agencies within the community that are providing primary care.

These services, along with Mental Health Promotion and community development work, are guided by CAMHS Mental Health Promotion Officers.

CAMHS and Schools Early Action (CASEA)

The CASEA program assists schools and families to support primary school-aged children with their social, emotional and behavioural development.

Criteria for access

The following details criteria for access for each service type:

- Statewide Child Inpatient Unit – children under the age of 13 years;
- Marian Drummond Adolescent Inpatient Unit – adolescents who have turned 13 (but are not yet 18 years of age);
- Adolescent Intensive Management (AIM) team – adolescents who have turned 13 (but are not yet 18 years of age);



- Youth Brief Intervention Service – young people aged 12 to 24 years;
- Community Outpatient teams – 0 to 18; and
- Autism Spectrum Disorder Assessment Program – children between the ages of 2 and 12 years.

Catchment area

LGAs: Whittlesea, Nillumbik, Darebin, Banyule, Yarra and Boroondara

The Inner North East Community Outpatient Team (INECOT) and the Northern Community Outpatient Team (NCOT) service the municipalities of Whittlesea, Darebin, Banyule, Nillumbik, Yarra & Boroondara. Services have small satellite clinics in Epping but are primarily delivered from the Austin Hospital.

Contact

Austin Health

Statewide Child and Adolescent Inpatient services

The unit is located at the Marion Drummond Building at Austin Hospital.

Marion Drummond Reception

Phone: (03) 9496 5108

After hours 03 9496 5000

Adolescent inpatient unit

Marion Drummond Reception

Phone: (03) 9496 5108

After hours 03 9496 5000

Adolescent intensive management

Referrals

CAMHS Community Services

Phone: (03) 9496 3620

Youth Brief Intervention Service

Referrals

CAMHS Community Services

Phone: (03) 9496 3620

Community Outpatient teams

Referrals

CAMHS Community Services

Phone: (03) 9496 3620

Autism Spectrum Disorder Assessment Program

Referrals are accepted from Paediatricians and Child Psychiatrists in the community and from other teams within Austin CAMHS.

Phone: (03) 9496 3620

Austin School

Phone: (03) 9496 5324



8.13.3 BENDIGO HEALTH – YOUTH MENTAL HEALTH SERVICES

Description of service

Bendigo Health is the auspice agency for the Loddon Campaspe Southern Mallee Area Mental Health Service. There are no CAMHS inpatient services in the region, these being provided by metropolitan service providers.

Bendigo Health operates community-based CAMHS and also youth mental health services.

Mental health services specific / Suite of services

Child and Adolescent Mental Health Service (CAMHS)

The Child and Adolescent Mental Health Service sees children and adolescents up to 18 years of age and their families who experience significant psychiatric disturbance or who are at risk of such disturbance. It is a multidisciplinary service, allowing patients access to a range of professionals all trained to treat children, adolescents and their families/carers.

Youth Early Psychosis Stream (YEPS)

The Youth Early Psychosis Stream (YEPS) aims to provide a service to young people aged between 16 and 25 who are either at risk of/or are experiencing a first episode of psychosis. The service focus is to provide earlier and more intensive treatment, minimising disability associated with psychosis, including the impact of distress and trauma on both the young person and their family. This service is delivered by the YMHS community team which provides coverage to the entire Loddon Southern Mallee Campaspe region.

Youth Early Intervention Treatment (YEIT)

The Youth Early Intervention Treatment is provided to young people who are exhibiting a moderate to severe high prevalence mental health disorder e.g. depression, anxiety, eating disorders or personality disorders. These disorders must have had a recent onset (neither chronic, nor a situational crisis or an Adjustment Reaction Disorder). The client must be able to benefit from a two – 12 week brief psychological intervention.

YEIT will take a client centred approach to young people who have individuated from their family and are out of school or out of home (actually or psychologically). A non-urgent assessment (within two weeks) will be offered in the absence of acuity or risk issues. This service is also delivered by the YMHS community team which covers the entire Loddon Mallee Southern Campaspe region.

Youth Prevention and Recovery Care (YPARC)

YPARC is a state of the art 10-bed facility that provides 24-hour treatment and support for young people aged between 16 and 25. The facility is coordinated by Bendigo Health in partnership with MIND Australia. YPARC provides a short term 'step up' (from the



community) or a 'step down' (from hospital) functions to ensure that effective treatment can continue. The young person needs to be willing to attend YPARC and engage in psycho-social rehabilitation which is imbedded into the program.

Criteria for access

CAMHS: 0–18 years

Youth mental health services: 16 to 25 years

Catchment area

LGAs: **Macedon Ranges** and the remaining LGAs relevant to the Loddon Campaspe / Southern Mallee Area Mental Health Service: Gannawarra, Buloke, Campaspe, Central Goldfields, Loddon, Greater Bendigo, Mount Alexander, (Local Government Areas), and part of the Swan Hill LGA (the SLA of Swan Hill-Balance).

Contact

Bendigo Health

Psychiatric Regional Triage Service

The Psychiatric Regional Triage Service operates 24 hours, 7 days a week and acts as the single point of entry into all services.

Phone: 1300 363 788

CAMHS

CAMHS are located at the John Bomford Community Mental Health Centre in Strathdale, Bendigo and at Community Mental Health Centres in:

- Swan Hill
- Echuca
- Castlemaine
- Kyneton

Youth PARC

Contact Mental Health Triage on 1300 363 788.

Contact PARC:

Havlin St Complex, 43 Havlin St, East Bendigo 3550

Phone: (03) 5454 6298

8.13.4 GRAMPIANS CAMHS

Description of services

The Grampians Area Mental Health Service is operated by Ballarat Health Services. It provides infant and child community mental health services and youth community mental health services.



Mental health services specific / Suite of services

Infant and Child Community Mental Health Services

The Infant and Child Mental Health Services provides access to timely consultation, mental health assessment and evidence based treatment for infants and children aged between 0—14 years and their families who are at risk of or experiencing a significant mental disorder. This includes early detection of issues that if left unattended are likely to lead to the development of behavioural and emotional disorders and mental illness later in life.

Services provided include:

- Family inclusive mental health treatment;
- Phone advice and onward referral to other agencies if required;
- Mental health assessment;
- Autism assessment;
- Children and Schools Together program—early intervention program in kinder and schools;
- Secondary consultation or education for community agencies; and
- Interagency case planning.

Youth community mental health services

Provides access to timely mental health assessment, consultation and evidence based treatment to young people aged 15-25 years in a youth friendly, family inclusive manner. Services from the team range from detection and intervention for those know to be 'at risk' of developing a mental illness through to treatment for those experiencing mental illness. Services include:

- Phone advice or onward referral to other community agencies if required;
- Mental Health Assessment;
- Single session work;
- Brief intervention for up to 6 weeks;
- Evidence based, family inclusive, recovery focused mental health treatment;
- Secondary consultation or education for community agencies; and
- Interagency care planning.

Criteria for access

Community mental health services:

- Child and infant (0 to14 years); and
- Youth (15 to 25 years).



Catchment area

Moorabool and the remaining LGAs within the Grampians Area Mental Health Service: Hindmarsh, West Wimmera, Horsham, Yarriambiack, Northern Grampians, Ararat, Hepburn, Pyrenees, Ballarat, (Local Government Areas) and Golden Plains-North West and Golden Plains-South West [Part - includes Dereel town] (Statistical Local Areas).

Contact

Ballarat Health Services

Infant and child mental health services

Phone: 1300 661 323

24 hours a day Seven days a week

Youth mental health services

Phone: 1300 661 323

24 hours a day - Seven days a week

8.14 Clinical mental health – Adult mental health

8.14.1 NORTHWESTERN MENTAL HEALTH

NorthWestern Mental Health (NWMH) delivers a comprehensive range of specialist, community and hospital-based mental health services to the communities of northern and western metropolitan Melbourne - a catchment of 1.2 million people.

NorthWestern Mental Health operates out of all hospitals in north-west metropolitan Melbourne and a number of independent locations.

Mental health services specific / Suite of services

Adult Mental Health: Services are provided through four adult Area Mental Health Services (AMHS) – North West, Mid-West, Inner West and Northern.

Each adult area mental health service provides the following services:

Adult Community Service (ACS) – Community Teams within each Area ACS provide specialist mental health care and treatment designed to meet the needs and preferences of the person and their family / carers. Clinicians work collaboratively with the person and their family / carers to develop a recovery plan to meet individual recovery goals. The Community Teams provide all of the services which were provided by the previous CATT, CCT, MST and PMHT teams.

Community Care Unit (CCU) - provides treatment and rehabilitation for people with long-term mental illness in a community-based residential setting, with 24-hour nursing support. The aim of the CCU is to equip individuals with the daily living skills which they require to live independently.



Acute Inpatient Unit - provides short-term, intensive treatment for people with a mental illness.

Adult Mental Health Rehabilitation Unit provides a 26 bed **Secure Extended Care** - at Sunshine Hospital is a regional service, managed by Mid-West Area. It provides medium and long-term care in a secure setting.

ECATT (at Northern, Western and Melbourne Health Emergency Departments) – provides specialist mental health assessment and short term treatment in the Emergency Department to people of any age needing mental health care.

Prevention and Recovery Care (PARC) - are a supported residential service for people experiencing a significant mental health problem but who do not need or no longer require a hospital admission. PARC services aim to assist in averting acute inpatient admissions and facilitate earlier discharge from inpatient units. PARC services are a partnership between Mental Health Community Support Service (MHCSS) and NWMH and cohealth at Arion PARC, Travencore.

Criteria for access

Individual services have their own specific access criteria however as publicly funded mental health services adults with a serious mental illness can access the services. A referral to NorthWestern Mental Health's services can be made by a health professional or by an individual.

Catchment area

The catchment area includes:

- Inner West Area Mental Health Service - LGAs of Melbourne and Moonee Ponds;
- Mid-West Area Mental Health Service - LGAs of Brimbank and Melton including Sunbury;
- North West Area Mental Health Service - LGAs of Hume and Moreland;
- Northern Area Mental Health Service - LGAs of Darebin (and Whittlesea); and
- Adult Mental Health Rehabilitation Unit (**Secure Extended Care**) is a regional service and is provided for LGA's of Wyndham, Maribyrnong, Hobson's Bay, Melbourne, Moonee Ponds, Brimbank, Melton, Hume and Moreland.

Contact

Service Locations

NorthWestern Mental Health - The Royal Melbourne Hospital

Address: Grattan Street, Parkville 3052

Phone: (03) 9342 7705

Website: nwmh.rmh.org.au

Triage: 1300 874 243 (1300 TRIAGE)



Inner West AMHS

- Inpatient services - The Royal Melbourne Hospital
- Adult Community Service - Mount Alexander Road, Moonee Ponds 3039
- CCU - Travencore Street, Flemington 3031
- PARC - Flemington Street, Flemington 3031

Mid West AMHS

- Inpatient services (acute & SECU) - Sunshine Hospital, Furlong Road, St Albans 3021
- Adult Community Service - Harvester Clinic, Devonshire Road, Sunshine 3020
- CCU - Evergreen Avenue, St Albans 3021
- PARC (collocated with Mercy Mental Health PARC) -Burnside Street, Deer Park 3022

North West AMHS

- Inpatient services - Broadmeadows Health Service, Johnstone Street, Broadmeadows
- Adult Community Service – two sites
 - ▶ Johnstone Street, Broadmeadows 3047; and
 - ▶ Bell Street, Coburg 3058
- CCU and PARC collocated - Talgarno Street, Broadmeadows 3047

Northern AMHS

- Inpatient services- Northern Hospital (Epping) 3076
- Adult Community Service - Darebin CMHS, Hotham Street, Preston 3072
- CCU and PARC collocated - Wood Street, Preston 3072

8.14.2 MERCY MENTAL HEALTH PROGRAM– ADULT MENTAL HEALTH

Description of centre

Mercy Health mental health program provides specialist adult mental health services aimed primarily at people with serious mental illness or mental disorder who have associated significant levels of disturbance and psychosocial disability due to their illness or disorder.

Services are provided across a range of hospital and community based sites.

Mental health services specific / Suite of services

Adult Mental Health Services:

Psychiatric Triage and Crisis Services provides a single point of entry to the mental health service. This service is accessible 24 hours a day, 7 days a week and provides telephone access to experienced mental health clinicians. The Mental Health Triage clinician will determine the most appropriate service to meet the consumers identified needs.



Crisis Assessment and Treatment Team (CATT) is a team of multidisciplinary mental health professionals who provide assessment and intensive community treatment to people who are in crisis or experiencing an acute phase of mental illness.

The **ECATT** provides mental health within the Emergency Departments at the Werribee Mercy Hospital and Western Hospital Footscray. The ECATT service is available 24 hours a day, 7 days a week.

Community Integrated Mental Health Teams – The Community Integrated Mental Health Teams are multidisciplinary teams which provide treatment for consumers which aims to improve the quality of life for those affected by mental illness.

The Community Integrated Mental Health Teams provide non-urgent assessment, treatment, case management and support services to people with a mental illness. The length of time case management services are provided to a person varies according to clinical need.

Primary Care Partnership (PCP) clinicians provide assessment and treatment recommendations for consumers managed by general practitioners. This service promotes ongoing recovery in the private sector and has an education function to encourage appropriate mental health care from external health care professionals.

Homeless Outreach Psychiatric (HOPS) clinicians provide specialist input for consumers who are homeless, are at risk of homelessness, or have a history of itinerancy. HOPS clinicians provide flexible support to this marginalised population and are active members within the network of homeless support agencies, including housing services, physical health monitoring, Centrelink and other relevant community services.

The **Forensic Clinical Specialist Program** is coordinated by Forensicare and has been established to build forensic expertise and capacity in Victoria's mental health services. A dedicated forensic clinician has been appointed by the Mercy Mental Health Service and provides secondary consultation, advice, and clinical supervision. The forensic clinicians also provide specialist orientation, training and education to the organisation.

Acute Inpatient Services

Werribee Mercy Mental Health Unit is an acute inpatient unit offering 25 beds plus four short stay beds. Nursing, medical and allied health professionals work as a team to assist patients in their recovery in the acute phase of their illness.

The Ursula Frayne Centre (UFC) provides inpatient care for patients who are experiencing acute episodes of mental illness. UFC caters for those who cannot be safely cared for at homes, or in a less restrictive community setting. The UFC comprises of 12 adult beds with an additional 4 beds functioning as a Psychiatric Assessment Planning Unit (PAPU).

Community Care Units (CCU) provide residence and treatment for clients who need psychosocial rehabilitation. The units are made up of small houses, some of which are shared and some individual, set in tranquil gardens near the Werribee river. This residential recovery and rehabilitation service caters for a maximum of 20 people. It is staffed 24 hours a day by a team of psychiatric nurses, occupational therapists, a social worker, doctor and psychiatrists



Prevention and Recovery Centre (PARC) - Burnside PARC provides clinical and rehabilitation treatment programs. This 10 bed service is managed in partnership with cohealth.

Criteria for access

Individual services have their own specific access criteria however as publicly funded mental health services adults with a serious mental illness can access the services. A referral can be made by a health professional or by an individual, family member or carer.

Catchment area

Mercy Mental Health program provides adult services to the Wyndham, Hobsons Bay and Maribyrnong LGAs.

Contact

Mercy Mental Health

Phone: (03) 9411 4333

Psychiatric Triage: 1300 657 259

Website: <http://mercyhealth.com.au/hcmhs/mentalhealthservices>

Acute inpatient – Ursula Frayne Centre

Address: 35 Mavis Street, Footscray 3011

Acute inpatient – Werribee

Address: 300 Princes Highway, Werribee 3030

Community Integrated Team – Wyndham

Address: 17-129 Warringa Crescent Hoppers Crossing 3029

Community Integrated Team – Saltwater

Address: 94 Nicholson St Footscray 3011

CCU

Address: Synnot Street, Werribee 3030

PARC (co-located with Mid West area)

Address: Burnside Street, Deer Park 3022

8.14.3 ST VINCENT'S - ADULT MENTAL HEALTH

Description of centre

St Vincent's Mental Health (or Inner East Mental Health Service Area) adult mental health service provides psychiatric services to people who are aged 16 to 65 and living in the Cities of Yarra and Boroondara. Services are provided from a number of sites.



Mental health services specific / Suite of services

Adult mental health services

The range of services offered is as follows:

- **Acute Community Intervention Services include the Crisis Assessment and Treatment Service (CATS)**, offering psychiatric assessment and intensive community-based treatment to people in the acute phase of psychiatric illness;
- **Psychiatric Triage** – providing advice and screening assessment for all new referrals to the service on a 24 hour, 7 days a week basis;
- **Emergency Department Mental Health**, providing mental health assessment and treatment in the Emergency Department;
- **Mental Health and Police** – mental health clinician working with local police;
- **Primary Intervention Care Team and Mental Health Hospital Admission Reduction Program** – provide the interface between hospital and primary care to support mental health treatment in the primary health care community and reduce the need to attend hospital. It also provides extended triage support following contact with psychiatric triage;
- **Consultation and Liaison Mental Health Services** to the general hospital; and
- **Prevention and Recovery Care (PARC)** - provides short-term, home-like residential accommodation for consumers registered with St Vincent's Mental Health with a mental illness who are in need of some additional support, but don't need to go to hospital. People using the PARC service will usually move back home after a two or three week stay.

Criteria for access

Anyone may contact St Vincent's Mental Health Service if they are concerned about changes in the mood, ideas or behaviour of either someone they care about or themselves. Individual services have specific eligibility criteria.

Catchment area

LGAs of Yarra (and Boroondarra)

Contact

Service locations

St Vincent's Hospital

Psychiatric Triage for all referrals – 1300 558 862

Address: 46 Nicholson Street, Fitzroy 3065

Phone: 9288 2211

Triage: 1300 558 862

Website: <http://www.svhm.org.au/services/MentalHealth>



Inpatient services

Nicholson Street, Fitzroy

Adult Community Service

Clarendon CMHC, Albert Street, East Melbourne 3002

CCU

Napier Street, Nth Fitzroy 3068

PARC

Nicholson Street, Nth Fitzroy 3068

8.14.4 GRAMPIANS MENTAL HEALTH – ADULT MENTAL HEALTH

Description

Ballarat Health Services' Adult Mental Health Services is a recovery-orientated mental health service that provides services to people who have, or are at risk of developing, mental health problems.

Suite of services

Community Mental Health Services

The Adult Community Mental Health Service (Adult (26-64 years) is a regional service with offices located in Ballarat, Ararat and Horsham. This is a community-focused team which provides specialist mental health services for people aged 26-64 years.

Inpatient Mental Health Services

These services include:

- **Adult Acute Unit** - a 23 bed Adult Acute mental health inpatient service that provides management and treatment during an acute phase of mental illness;
- **Residential Recovery Unit** - a 20 bed Residential Recovery Program facility that focuses on people who have a significant and prolonged history of mental illness and associated deterioration in psychosocial function;
- **Secure Extended Care** - a 12 bed Secure Extended Care facility that provides secure care for people who have unremitting and severe symptoms of mental illness and associated behaviour disturbance; and
- **Mother and Family Unit** – a 5 bed Mother and Family Unit that provides specialist perinatal mental health assessment and biopsychosocial treatment for women and their children, exclusive to those residing in the Grampians and South Western region. The facility operates five days a week.

Catchment

Moorabool and the LGAs relevant to the remainder of the Grampians Adult Area Mental Health Service.



Contact

Service locations

Adult acute inpatient unit

Address: Sturt Street, Ballarat 3350
Phone: 03 5320 4100 or 24 Hour Call Line 1300 661 323
Website: <https://www.bhs.org.au>

Residential recovery program

Address: Stawell Street, Ballarat 3350
Phone: 5320 6803
Website: <https://www.bhs.org.au>

Secure Extended Care

Address: Sturt Street, Ballarat 3350
Phone: 5320 4186 or 24 Hour Call Line 1300 661 323
Website: <https://www.bhs.org.au>

Mother and Family Unit

Address: Sturt Street, Ballarat 3350
Phone: 03 5320 4100 or 24 Hour Call Line 1300 661 323
Website: <https://www.bhs.org.au>

8.14.5 LODDON CAMPASPE SOUTHERN MALLEE MENTAL HEALTH – ADULT MENTAL HEALTH

Description

The Loddon Campaspe Southern Mallee Area Mental Health service is operated by Bendigo Health. Adult mental health services comprise community mental health services and inpatient services.

Suite of services

Adult community mental health services

Regional Adult Community Mental Health teams are located at Echuca, Swan Hill, Kyneton, Castlemaine and Maryborough. Referrals are made via the regional triage service.

Women's Mental Health Services

The Women's Mental Health Service is a non-clinical, health promotion service, and does not provide individual casework. It is open to all women.

Adult inpatient mental health services

The Alexander Bayne Centre is a 24 bed adult acute psychiatric inpatient unit which operates 24 hours per day, seven days a week. It is co-located on the grounds of Bendigo



hospital. Admission is via the single point of entry triage service. The unit has two distinct areas, the open ward which is for acutely unwell patients in need of hospitalisation who can be treated in the least restrictive environment. The other is the High Dependency Unit for patients requiring a safe and secure environment that provides more intensive support and treatment.

PARC

Provides clinical and rehabilitation treatment programs. This is a 10 bed service managed in partnership with MIND Australia.

Secure extended care unit

The Secure Extended Care Unit (SECU) is an eight bed unit which provides inpatient rehabilitation services to patients of Bendigo Health Psychiatric Services. It is for those patients with serious mental illness.

Community Care Unit

Community Care Unit (CCU) is a 12 bed facility which provides rehabilitation services for those patients requiring intensive rehabilitation that cannot be undertaken in an unsupervised community setting.

Catchment

LGA of Macedon Ranges and the LGAs relevant to the Loddon Campaspe Southern Mallee Area Mental Health service catchment.

Contact

Service locations

Bendigo Health Psychiatric Services

Women's Mental Health Service

Phone: 5454 7724 or 5454 6239

Psychiatric Regional Triage Service

Phone: 1300 363 788

8.15 Clinical mental health – Aged persons mental health

8.15.1 NORTHWESTERN MENTAL HEALTH – AGED PERSONS MENTAL HEALTH

Description of centre

NWMH Aged Persons' Mental Health Program is a highly specialised and comprehensive service for people aged 65 years and over. It includes three acute inpatient units, three aged



psychiatry assessment teams and five residential accommodation facilities (including psychogeriatric nursing homes and hostels).

Mental health services specific / Suite of services

Aged Psychiatry Assessment and Treatment Teams – multidisciplinary teams that provide assessment, treatment, rehabilitation and case management, helping to prevent unnecessary hospitalisation and minimise the length of stay in acute inpatient facilities.

These teams are the first point of contact for elderly people who have been referred to the program for assistance. They work with the individual and their family to assess the severity of the person's mental illness and recommend an appropriate form of treatment and/or support. In all cases, there is a shared care arrangement with a general practitioner.

Supporting people with less severe mental illness to live in Commonwealth run, community-based residential settings has become an important priority for the Aged Persons' Mental Health Program. A multi-disciplinary team of specialist staff work in partnership with community-based nursing homes to equip staff with the skills necessary to manage the challenging behaviours often associated with mental illness in the elderly.

Acute Inpatient Care - provides voluntary and involuntary short-term management during an acute phase of mental illness, until recovery enables the person to be treated in a community-based setting.

Residential services - inpatient services for people with high levels of persistent cognitive, emotional or behavioural disturbance.

Criteria for access

People aged 65 years and over with long-standing mental illness or those who have developed functional illnesses in later life.

Catchment area

The catchments are:

- Mid-West and South West APATT catchment which includes the LGAs of Brimbank and Melton (including Sunbury), Hobsons Bay, Maribyrnong and Wyndham;
- North West and Inner West APATT catchment which includes the LGAs of Hume, Moreland, Moonee Valley and Melbourne; and
- Northern APATT catchment which includes the LGAs of Darebin (and Whittlesea).



Contact

Service locations

NorthWestern Mental Health Aged Persons Mental Health

Website: <http://www.nwmh.mh.org.au/aged-mental-health/>

Aged Psychiatry Triage: 1300 427 288

Inner West and North West APATT

Address: 362 Bell Street, Pascoe Vale South 3044

Mid and South West APATT – Sunshine Hospital

Address: 176 Furlong Rd St Albans 3021

Northern APATT – Bundoora Extended Care

Address: 1231 Plenty Rd Bundoora 3083

Acute Inpatient Unit Bundoora Extended Care Centre

Address: 1231 Plenty Rd Bundoora 3083

Acute inpatient unit Broadmeadows Health

Address: 35 Johnstone St Broadmeadows 3047

Acute Unit Sunshine Hospital

Address: 176 Furlong Rd St Albans 3021

Nursing homes and hostels

McLellan House Hostel

Address: 2-6 Robinson Street Jacana 3047

Westside Lodge

Santiago Street, St Albans 3021

South Stone Lodge

Address: Princess Highway Werribee 3030

Bundoora Extended Care Centre

Address: 1231 Plenty Rd Bundoora 3083

8.15.2 GRAMPIANS MENTAL HEALTH – AGED MENTAL HEALTH

Description

Ballarat Health Services operates aged inpatient mental health services and aged community mental health services.

Suite of services

Aged inpatient mental health services

The Aged Acute Unit is a 10 bed aged acute assessment facility that provides short stay inpatient care for people over the aged of 65. The Aged Residential Unit is a 20-bed high level care residential facility which provides care and treatment for residents, aged 65 years and over, who have a serious mental illness that requires longer term care.



Aged Community Mental Health Services

The Aged Community Mental Health Service is a regional service with offices located in Ballarat, Ararat and Horsham. This is a community-focused team which provides specialist mental health services for people aged 65 years and over. It treats people with an existing mental disorder; those who develop a mental disorder later in life and those who have severe behavioural problems associated with dementia.

Catchment

LGA of Moorabool and the LGAs relevant to the Grampians Area Mental Health Service.

Contact

Service locations

Ballarat Health Services

Aged acute unit

Address: Queen Elizabeth Centre, 102 Ascot Street South, Ballarat 3350
Phone: 5320 3595
Website: <https://www.bhs.org.au>

Aged residential unit

Address: Queen Elizabeth Centre, 102 Ascot Street South, Ballarat 3350
Phone: 5320 3595
Website: <https://www.bhs.org.au>

Aged community mental health services

Address: Sturt Street Ballarat 3350
Phone: 1800 699 799
Website: <https://www.bhs.org.au>

8.15.3 BENDIGO HEALTH – AGED SERVICES

Bendigo Health Psychiatric Services operates a 10 bed inpatient mental health unit and aged community health services.

Suite of services

Aged inpatient mental health services

The Marjorie Phillips Unit provides inpatient services to people aged 65 years or older who have, or appear to have, a serious mental illness and/or whose behaviours cannot be managed in the community or by other aged care providers. The unit has 10 acute psychiatric beds and a further 10 dementia assessment beds.



Aged Persons Community Mental Health Team

The Aged Community Mental Health Service is a regional service with offices located in Bendigo, Castlemaine, Kyneton, Swan Hill and Echuca. This is a community-focused team which provides specialist mental health services for people aged 65 years and over. It treats people with an existing mental disorder; those who develop a mental disorder later in life and those who have severe behavioural problems associated with dementia. The service operates 24 hours a day, seven days a week. The team visits people in their own home, in hospital or in hostels and nursing homes.

Contact

Bendigo Health - Marjory Phillips Unit

Address: 62 Lucan Street, North Bendigo 3550

Phone: 03 5454 7680

Website: http://www.bendigohealth.org.au/Psychiatric_Services

8.16 Statewide and Specialist Mental Health Services

8.16.1 BODY IMAGE EATING DISORDERS TREATMENT & RECOVERY SERVICE

The Body Image & Eating Disorders Treatment & Recovery Service (BETRS) is a collaborative partnership between the mental health programs of Austin Health and St Vincent's Melbourne. The BETRS service contributes to a continuum of care between primary, tertiary, inpatient and community based services.

The Mood and Eating Disorders Program is provided as part of a collaboration between Austin Health and St Vincent's Hospital. With its strong multidisciplinary involvement, inpatient treatment is offered for people with severe eating disorders who have not been able to recover using outpatient treatment.

Suite of services

The program has two components:

- Acute health restoration program – inpatient unit at Austin Health which includes:
 - ▶ A short-term acute health restoration program for people who are at medical risk because of the severity of their eating problems but who are unable to commit to a longer stay recovery program; and
 - ▶ The program uses motivational interviewing, family based work, psycho-education and individual psychotherapy. The 5-bed program is situated in the Acute Psychiatry Unit.
- Recovery program – community-based, outpatient unit in Kew. The recovery program is aimed at helping people collaboratively to restore their health and learn new skills to enable them to continue to recover out of hospital with the support of family, friends and community treatment.



Catchment

Catchment area LGAs include Yarra and Darebin in the NWMPHN catchment.

Additionally, the service covers LGAs in adjacent PHN regions (Boroondara, Whitehorse, Knox, Maroondah, Manningham, Yarra Ranges, Nillumbik, Banyule, Whittlesea) and LGAs in the DHHS Hume region.

Contact

BETRS

Outpatient unit

Address: Rear 104 Studley Park Rd, Kew 3101

Phone: Tel: (+61 3) 9231 5718

Website: <http://www.svhm.org.au/services/betrs/Pages/betrs.aspx>

Inpatient unit:

Address: Austin Hospital, Studley Road, Heidelberg 3084

Phone: 03 9496 6407

Website: <http://www.austin.org.au/mentalhealth/NEAMHS/ED/>

8.16.2 PARENT INFANT INPATIENT PROGRAM – AUSTIN HEALTH

Description

The Parent Infant Inpatient Program offered by Austin Health consists of comprehensive services for parents and infants where the parent has a possible or identified mental illness in the post-partum period.

Suite of services

Parent Infant Program

Specialised care is available for parents with mental illness and is inclusive of their babies under the age of 12 months. Care can be provided through the inpatient program as well as ambulatory services (in the home). The inpatient service comprises six beds within the Acute Psychiatric Unit, based at Austin Hospital.

The Parent Infant Program, previously known as the mother baby unit, recognises the increased importance of fathers in their role as a primary carer and a supportive partner. Individual and holistic care is provided and based on attachment, psychodynamic and family therapy principles as well as comprehensive bio-psychosocial management of parental illness. A maternal child health nurse provides assistance with childcare in combination with supportive education.

Eligibility

Eligibility requirements are specified as:



- Have a mental illness;
- Baby 12 months or younger;
- Be able to be managed in an open ward;
- Live in the catchment area; and
- No active risk to baby.

Parent Infant Mental Health initiative

The Parent Infant Mental Health Initiative (PIMHI) is a specialist statewide service initiated to provide professional support for mental health service providers and case managers working with parents and their infants during pregnancy and up to 12 months of age.

Eligibility

Women with a serious mental illness and a baby under twelve months of age, can be referred by case managers for opinions, assistance in developing management plans and short-term intervention.

Post Natal Depression Initiative (PNDI)

The Post Natal Depression Initiative (PNDI) provides professional development sessions for Maternal Child Health Nurses (MCHN) in the Northern, Eastern and Hume regions of Victoria. The training aims to develop skills to aid in the identification and management of women with postnatal depression.

Catchment

The service catchments include:

- Northern area mental health service, LGAs of Whittlesea and Darebin;
- North East area mental health service, LGAs of Nillumbik and Banyule; and
- LGAs in the DHHS Hume rural region of Victoria.

Contact

Austin Health Parent Infant Program

Address: Austin Hospital, Studley Road, Heidelberg 3084

Phone: 03 9496 6420 or 03 9496 6407

Website: <http://www.austin.org.au/mentalhealth>

Parent Infant Mental Health Initiative

Address: Austin Hospital, Studley Road, Heidelberg 3084

Phone: 03 9496 6466

Website: <http://www.austin.org.au/mentalhealth>



PNDI

Address: Austin Hospital, Studley Road, Heidelberg 3084

Website: <http://www.austin.org.au/mentalhealth>

8.16.3 PARENT INFANT INPATIENT PROGRAM – MERCY HEALTH

Description

The Parent Infant Inpatient Program offered by Mercy Health consists of comprehensive services for parents and infants where the parent has a possible or identified mental illness in the post-partum period.

Suite of services

Parent Infant Program

Specialised care is available for parents with mental illness and is inclusive of their babies under the age of 12 months. Care can be provided through the inpatient program as well as ambulatory services (in the home). The inpatient service comprises eight beds at Werribee Mercy Hospital.

The Parent Infant Program, previously known as the mother baby unit, recognises the increased importance of fathers in their role as a primary carer and a supportive partner. Individual and holistic care is provided and based on attachment, psychodynamic and family therapy principles as well as comprehensive bio-psychosocial management of parental illness. A maternal child health nurse provides assistance with childcare in combination with supportive education.

Eligibility

Eligibility requirements are specified as:

- Have a mental illness;
- Baby 12 months or younger;
- Be able to be managed in an open ward;
- Live in the catchment area; and
- No active risk to baby.

Parent Infant Mental Health initiative

The Parent Infant Mental Health Initiative (PIMHI) is a specialist statewide service initiated to provide professional support for mental health service providers and case managers working with parents and their infants during pregnancy and up to 12 months of age.



Eligibility

Women with a serious mental illness and a baby under twelve months of age, can be referred by case managers for opinions, assistance in developing management plans and short-term intervention.

Post Natal Depression Initiative (PNDI)

The Post Natal Depression Initiative (PNDI) provides professional development support for primary health practitioners and Maternal Child Health Nurses (MCHN) in the Wyndham, Brimbank and part of the Hume LGAs. The training aims to develop skills to aid in the identification and management of women with postnatal depression. The program also includes antenatal assessments of women.

Catchment

The service catchments include:

- Southwest Metropolitan area mental health service; and
- Rural Western area mental health services.

Contact

Mercy Health Parent Infant Program

Address: Werribee Mercy, 298 Princes Hwy, Werribee 3030

Phone: 1300 657 259

Website: <http://www.mercyhealth.com.au/hcmhs/mentalhealthservices/Pages/Mother-Baby-Services.aspx>

8.16.4 COMMUNITY FORENSIC MENTAL HEALTH SERVICES

The Community Forensic Mental Health Service (CFMHS) is a statewide service providing assessment and multidisciplinary treatment to high risk clients referred from a range of mental health and correctional agencies, courts, the Adult Parole Board, Thomas Embling Hospital, prison services, government agencies and private practitioners. The services are provided through the following programs:

- Community Integration Program/Non-Custodial Supervision Order Consultation and Liaison Program – these provide community based clinical and support services to high risk clients with a mental illness;
- Problem Behaviour Program - provides psychological assessment and treatment for individuals with a specific high risk 'problem behaviour' associated with offending; and
- Court Services - including the Mental Health Court Liaison Service, provision of psychiatric and psychological pre-sentence reports to the Court; and screening of individuals who are being considered for a mental health treatment condition on a Community Corrections Order.



The Enhanced Forensic Consultation Program, which supports Community Correctional Services and Area Mental Health Services in responding to individuals with serious mental illness and complex needs who present a high risk of violence or serious offending in the community. In addition, Forensicare provides coordination of the Forensic Clinical Specialist Program, which builds forensic capabilities within the mental health system, and coordination of the Youth Justice Mental Health Program, which provides better access to services for youth justice clients and builds capacity of youth justice staff.

Accessing services

Services will only be offered following referral and subsequent referral of suitability. Generally, referrals come from area mental health services, Corrections Victoria, courts, Adult Parole Board, Thomas Embling Hospital, Acute Assessment Units, and other government agencies and private practitioners.

Contact

Forensicare - Community forensic mental health services

Address: 505 Hoddle St, Clifton Hill 3068

Phone: (03) 9947 2500

Email: info@forensicare.vic.gov.au

Web: <http://www.forensicare.vic.gov.au/page.aspx?o=community#PBP>

8.16.5 PSYCHOLOGICAL TRAUMA RECOVERY SERVICE (PTRS)

PTRS provides specialised services for past and currently serving Australian Defence Force personnel as well as for non-defence personnel with trauma-related mental health conditions. Treatment comprises individual psychiatry and psychology with the incorporation of group treatment programs where appropriate. PTRS community services have an emphasis on multidisciplinary care and recovery-oriented care for consumers. The PTRS inpatient unit provides specialised services and care in an inpatient setting. The two main streams of PTRS are:

- Veterans and Serving Members Unit; and
- Post Trauma Victoria (PTV).

PTV provides treatment to individuals experiencing post-traumatic mental health conditions. Traumatic events include road traffic accidents, serious workplace injury, the Bali, Madrid and London bombings and the 2009 bushfires. Treatment is provided to individuals along with a focus on high-risk groups such as emergency services personnel. The PTRS inpatient unit provides services for consumers with symptoms and impairments associated with mental health conditions with specific interventions that target substance misuse rehabilitation and anger, depression and anxiety management.



Contact

Post Trauma Victoria (Intake Services)

Address: 145 Studley Road, Heidelberg 3084

Phone: (03) 9496 4138

Web: <http://www.austin.org.au/mentalhealth/PTRS/PTV/>

8.16.6 SPECTRUM – THE PERSONALITY DISORDER SERVICE FOR VICTORIA

Description

Spectrum is a statewide service in Victoria that supports and works with local Area Mental Health Services 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.

Services offered

The services offered through Spectrum include:

- High Needs Care for personality disorder features with high-chronic to high-acute risks and/or multiple coexisting mental health disorders, where the consumer requires frequent psychiatric treatment, forensic mental health service involvement, and/or highly dependent on multiple community supports systems;
- Partial Hospitalisation (Residential and Day Program Treatment) where there are complex treatment requirements with fluctuating risk and/or an uncertain diagnostic picture and the consumer requires periods of more intensive treatment and stabilisation and well-structured psychiatric community supports; and
- Standard Outpatient Treatment where there is continuing self-defeating or disruptive patterns of social engagement interspersed with significant and chronic, generally low lethality self-harm and the consumer experiences weeks or months of relatively adequate community functioning interspersed with long periods of serious coping difficulties.

Accessing services

Spectrum accepts referrals for clients between the ages of 16 to 64 for direct clinical treatment from Area Mental Health Service Clinicians, a limited range of services can also be accessed by a GP's or Private Psychiatrists in Victoria.

Contact

Spectrum (Personality Disorder Service for Victoria)

Address: 54 Gertrude St, Fitzroy 3065

Phone: (03) 8833 3050

Email: spectrum@easternhealth.org.au

Web: [http:// : www.spectrumbpd.org.au](http://www.spectrumbpd.org.au)



8.16.7 VICTORIAN MULTIPLE AND COMPLEX NEEDS INITIATIVE

The Victorian Multiple and Complex Needs Initiative (MACNI) provides targeted, time-limited and flexible interventions to a small number of clients aged 16 years and over with combinations of mental illness, substance abuse, intellectual impairment, acquired brain injury and forensic issues. The program's primary purpose is to facilitate better coordination of supports and services to deliver 'wrap around' care individually tailored to a person's needs (DHHS, 2015).

MACNI is a shared service, with joint funding by the Department of Health & Human Services (DHHS) and the Department of Justice & Regulation. MACNI is managed by DHHS. MACNI and complex clients' coordinators provide a single point of contact for service providers, clinicians or individuals seeking general information about the initiative or wishing to discuss a potential referral. The coordinators work with the referrer to consider alternative support options available for individuals and assist to develop a formal referral to MACNI if required.

8.16.8 SUPPORT AFTER SUICIDE

Support After Suicide is an all ages suicide prevention program for people bereaved by suicide. This initiative is a program of Jesuit Social Services and has operated throughout Melbourne and regional Victoria since 2004.

Support After Suicide provides:

- Counselling and support groups to children, young people and adults bereaved by suicide;
- Training to health, education and welfare professionals, to build their capacity to support people affected by suicide; and
- Comprehensive online resources, which help people who are bereaved by suicide better understand their situation, and empower families and communities to support each other.

Contact

Jesuit Social Services – Support After Suicide Program
Address: 326 Church Street, Richmond 3121
Phone: (03) 9421 7640

8.17 Private mental health - Private hospital services

A list of private hospitals is provided on the Department of Health and Human Services website (see below). Those with specific mental health capabilities have been outlined below. For all other services please see the following link.

<https://www2.health.vic.gov.au/hospitals-and-health-services/private-hospitals>



8.17.1 ALBERT ROAD CLINIC

The Albert Road Clinic is an 80 bed private psychiatric hospital with over 20 years of experience in private mental health care.

This is a specialist facility that offers inpatient and outpatient psychiatric care with services provided by a number of private psychiatrists on site together with a multidisciplinary team of allied health staff that provide holistic care to patients. This clinic provides an:

- Adult unit;
- Intensive care unit;
- Older persons unit;
- Adolescent unit;
- Addiction service;
- Adult day programs;
- Outreach service; and
- Electroconvulsive Therapy (ECT).

The Albert Road Clinic partners with public and non-government organisations to jointly contribute to the wellbeing and recovery of patients.

Contact

Albert Road Clinic

Phone: 1300 251 243

Web: <http://www.albertroadclinic.com.au/>

8.17.2 THE MELBOURNE CLINIC

The largest private mental health service the Melbourne Clinic has 175 inpatient beds, stand-alone day program centre and outreach service. The clinic offers programs under the following areas and has over 200 specialists on staff:

- Inpatient programs;
- Day programs;
- Community outreach program; and
- Transcranial Magnetic Stimulation.

Contact

Melbourne Clinic

Address: 130 Church St, Richmond 3121

Phone: (03) 9429 4688

Web: <http://www.themelbourneclinic.com.au/>



8.17.3 ESSENDON PRIVATE

Essendon Private Hospital provides medical and surgical services across a range of specialties including psychiatry. The hospital is undergoing an extensive refurbishment and is anticipated to reopen in late 2016 with new services and a newly updated facility.

The Rosehill Psychiatric Unit at Essendon Private Hospital is a modern, purpose-built facility with 10 private rooms. Given its relatively small size and the multidisciplinary of the treatment team, the service seeks to offer a highly personalised approach to patient care and tailor services to each patient's identified needs, aims and objectives. Patients are admitted to The Rosehill Unit under the care of their treating psychiatrist.

Contact

Essendon Private

Address: 35 Rosehill Road, Essendon West 3040
Phone: (03) 93319700
Web: <http://www.essendonprivate.com.au/specialtiesEssendonPriv.asp>

8.17.4 WYNDHAM CLINIC – MENTAL HEALTH

Wyndham Clinic is a 50 bed inpatient mental health facility that includes a general adult mental health unit, a specialised youth/adolescent service and a drug and alcohol service. The Youth Service offers inpatient and day program treatment to young people aged 15-21 years. Day programs include: Wellbeing program; CBT for Anxiety and depression; Dialectical behaviour therapy program; ACT for Life; and ACT for AOD. The clinic is part of the health precinct in Werribee and outpatient referrals are available to local credentialed psychiatrists.

Contact

Wyndham Clinic Private Hospital

Address: 242A Hoppers Lane Werribee VIC 3030
Phone: (03) 9731 6646
Web: <http://wyndhamclinic.com.au/mental-health/>

8.18 Private mental health – Psychiatrists

Psychiatrists are registered medical practitioners who have undergone further specialist training. They require registration with the Royal Australian & New Zealand College of Psychiatrists. A directory of private consultant psychiatrists can be found in the link below.

Alternatively, by contacting (03) 9640 0646.

<https://www.ranzcp.org/Mental-health-advice/find-a-psychiatrist.aspx>



8.19 Private mental health – Psychologists

The Australian Psychological Society provides a list of all privately practicing, registered psychologists in Australia. These can be found at the link below, or alternatively, by contacting 1800 333 497.

<https://www.psychology.org.au/FindaPsychologist>

8.20 Summary of mental health service type by organisation by catchment

Table 8-2 provides a summary for each of the five clusters and associated service categories of the relevant organisations providing these services and their respective catchment area. Table 8-3 provides a key to the abbreviations used.

Table 8-2: Mental health service type by organisation and catchment

Category	Service descriptor	Inner							Growth				Fringe	
		Darebin	Hob's Bay	M'yrnong	Melb	Mne Valley	Moreland	Yarra	Brimbank	Hume	Melton	Wyndham	Macd Rngs	Moorabool
Community & Primary	CHCs	Darebin Cohealth	ISIS Cohealth	Cohealth	Cohealth	Cohealth	Merri Cohealth	Cohealth NRCH	ISIS Cohealth	SCH Dianella Cohealth	ISIS DJHS Cohealth	ISIS Cohealth	M-Ranges Cobaw	DJHS
	PIR	EMPHN			EMPHN			EMPHN		EMPHN				Ballarat
	PHaMs	Neami	Cohealth	Cohealth	Job Co. Salvation Army	Job Co. Salvation Army	Job Co. Merri	Neami Job Co.	Cohealth Break Thru	Workskil Cohealth Sal' Army Break Thru Merri	Break Thru	Cohealth	St. LA	
	Headspace						H' Glenroy	H' Collingwood	H'Sunshine	H' Craigieburn		H' Werribee		
	D2DL	Mind	Mind*	Cohealth	St Mary's	Cohealth	Merri		Cohealth	Dianella				
	Youth Projects				YP									
	GP Primary Health	GP Super Clinics									D' GP		WPCC	
Public Clinical Mental Health	Adult	NWMH	MMHS	MMHS	NWMH	NWMH	NWMH	St V's	NWMH	NWMH	NWMH	MMHS	LC/SM	GAMHS
	Aged	NWMH ^ St Vincent's' ^	NWMH	NWMH	NWMH	NWMH	NWMH	St V's	NWMH	NWMH	NWMH	NWMH	LC/SM	GAMHS
	CAMHS and CYMHS	Austin	RCH (0-14) OYH (15-24)	Austin	RCH (0-14) OYH (15-24)	RCH (0-14) OYH (15-24)	RCH (0-14) OYH (15-24)	RCH (0-14) OYH (15-24)	LC/SM	GAMHS				
Forensic	Community Forensic Mental Health	Forensicare												

Category	Service descriptor	Inner							Growth				Fringe		
		Darebin	Hob's Bay	M'yrnong	Melb	Mne Valley	Moreland	Yarra	Brimbank	Hume	Melton	Wyndham	Macd Rngs	Moorabool	
MHCSS	MHCSS Intake and Assessment	EACH	Neami	Neami	Neami	Neami	Neami	Neami	Neami	Neami	Neami	Neami	Neami	ACSO	ACSO
	MHCSS ICSP	Neami Cohealth Connex ADS Mind	Neami Cohealth Connex ADS	Neami Cohealth Connex ADS Break Thru	Neami Cohealth Connex ADS Mind	Neami Cohealth Connex ADS Mind	Neami Cohealth Connex ADS Mind	Neami Cohealth Connex ADS St Mary's Mind	Neami Cohealth Connex ADS Break Thru	Neami Cohealth Connex ADS Break Thru	Neami Cohealth Connex ADS Break Thru	Neami Cohealth Connex ADS	Care Connect Mind Connex ADS	WUC_UCB MIF Connex ADS	
	MHCSS Youth Resi Rehab	Cohealth Mind		Cohealth	Cohealth	Cohealth	Cohealth	Cohealth	Cohealth	Cohealth	Cohealth	Cohealth		ACSO	WUC
	Adult residential rehab	Miind*	Mind*		Cohealth* McAuley*			Janoak (cohealth)* Mind*							
	Planned respite	Break Thru Care Connect	Care Connect Carers Vic	Care Connect Carers Vic	Mind Care Connect Carers Vic	Mind Care Connect Carers Vic	Mind Care Connect Carers Vic	Mind Care Connect	Break Thru Care Connect Carers Vic	Break Thru Care Connect Carers Vic	Break Thru Care Connect Carers Vic	Care Connect Carers Vic	Care Connect Carers Vic		MIF
	Mutual Support & Self Help	Mind MIF Grow Grow Grow NEAMI													
	Carer support	Mind MIF Merri	MIF Carers Vic ADAVIC	Mind MIF Carers Vic	Mind MIF Carers Vic	Mind MIF Carers Vic	Mind MIF Carers Vic	Mind MIF ADAVIC	Mind MIF Merri	Mind MIF Carers Vic	Mind MIF Carers Vic Merri	Mind MIF Carers Vic	MIF Carers Vic	MIF LMRCC	MIF CRC BM CSG Outbacc GCRSS
	Supported accommodation and homelessness services	Wadamba Launch	Melb CM	Melb CM	Launch Melb CM YP Vincent Care*	Melb CM	Launch Melb CM	Mind MIF Launch YCH	Mind Melb CM SASHS*	Melb CM Melb CM Vncnt Care*	Melb CM Melb CM SASHS*	Melb CM	Melb CM		
	Private Service Providers	Private Hospital Services				ARC*	Essendon*		TMC*				Wyndham *		

* Catchment extends beyond the LGA in which the service is located

^ For aged mental health services in the LGA of Darebin, the North West Mental Health Service covers Darebin - Preston and St Vincent's Health covers Darebin - Northcote



Table 8-3: Abbreviations of services/organisations providing mental health services

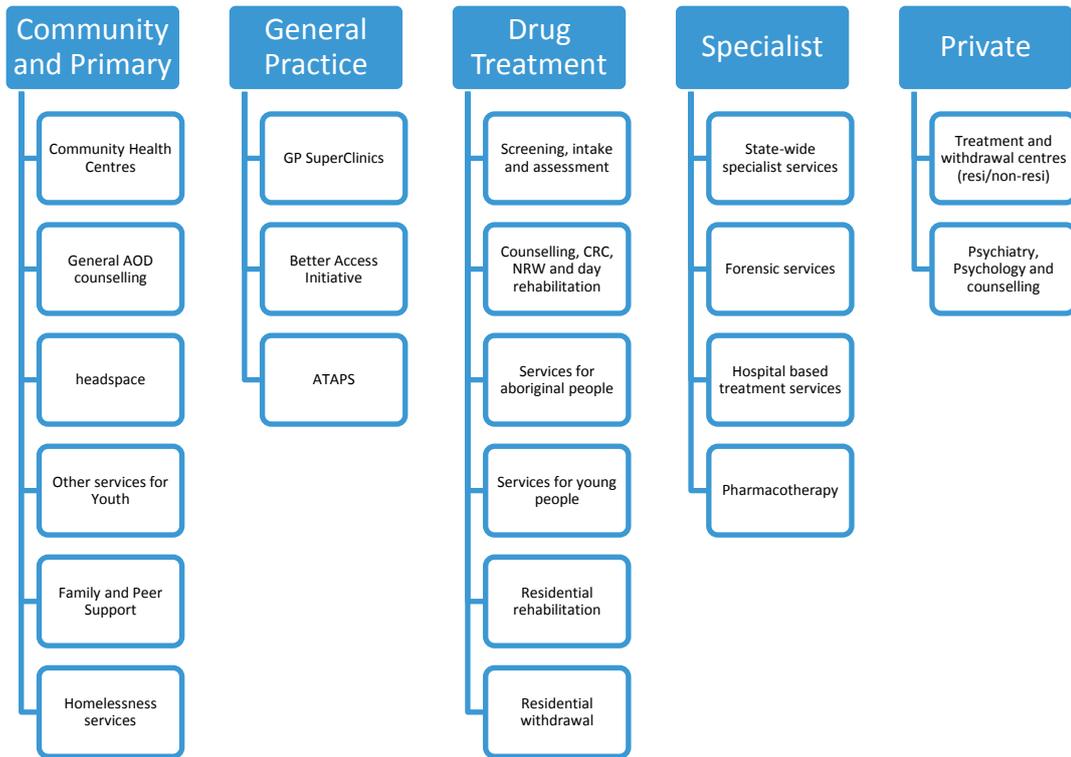
ORGANISATION NAME	ACRONYM
Albert Road Clinic	ARC
Artful Dodger Studio (Jesuit Social Services)	ADS
Austin Health	Austin
Ballan GP Super Clinic	B' GP
Break Thru	B' Thru
Ballarat Community Health Service	Ballarat
Bendigo Health	Bendigo
Bendigo Community Health Service	Bendigo
Care Connect	C' Con'
cohealth	cohealth
Connexions (Jesuit Social Services)	Connex
Dianella GP Super Clinic	D' GP
Dianella Community Health	DCH
Darebin Community Health Services	DCHS
Djerriwarrh Health Services	DjHS
Eastern Melbourne Primary Care Network	EMPCN
Forensicare Clifton Hill	Foren'
Grampians Area Mental Health Service	GAMHS
Headspace Collingwood	H' Collingwood
Headspace Craigieburn	H' Craigieburn
Headspace Glenroy	H' Glenroy
Headspace Sunshine	H' Sunshine
Headspace Werribee	H'Werribee
ISIS Primary Care	ISIS
Merri Health	Merri
Mind Australia	Mind
Mercy Mental Health Service	MMHS
Neami National	Neami
Northpark Private Hospital	NPH
North Western Mental Health	NWMH
Prahran Mission	PM



ORGANISATION NAME	ACRONYM
Royal Children's Hospital	RCH
Salvation Army	Sal' Army
Sunbury Community Health	SCH
St. Luke's Anglicare	St. LA
The Melbourne Clinic	TMC
Uniting Care Ballarat	UCB
Workskil Australia	Workskil
Wyndham Vale Primary Care Centre	WVPCC
Wyndham Clinic Private Hospital	Wyndham
Youth Projects	YP

9 Generic program descriptions – AOD services

Generic descriptions of AOD services are provided in relation to five main service clusters: Community and Primary Care; GP primary health services; Drug Treatment Services; Specialist Services; and Private Providers. Descriptions are based on information provided on State and National Government websites.



9.1 Community and Primary Care

Community Health Centres

Community Health Centres provide a range of general counselling and support, prevention and harm reduction including, where identified, needle and syringe programs. Services include:

- *General counselling and support* services which involve the delivery of face to face, phone and online services which address the social and emotional wellbeing of an individual. This is usually undertaken with a registered counsellor in a community based setting;
- *Prevention and harm reduction* for AOD involves measures to prevent their use, or in the instance of current use, measures which reduce the chance of injury or death with the hope that the user will seek support or treatment at some point. Prevention measures may include:



- ▶ Education pertaining to harms of use;
- ▶ Legislation;
- ▶ Role models;
- ▶ Helping people to reduce stress in their lives; and
- ▶ Safe environments for use.

Harm reduction measures in this context may include:

- ▶ Need and syringe programs, both primary and secondary¹¹²;
- ▶ AOD treatment programs; and
- ▶ Opioid substitution programs.

General AOD counselling

General AOD counselling and support services are similar to those provided by community health centres. This involves provide face to face, phone and online services which address the social and emotional wellbeing of an individual. This is usually undertaken with a registered counsellor in a community-based setting.

Homelessness services

Specialist homelessness agencies provide a wide range of services to assist those who are homeless or at risk of homelessness, ranging from general support and assistance to immediate crisis accommodation. Nationally, the AIHW has estimated that around one in four clients who use homelessness services had associated mental health issues in 2014/15. Additionally, clients of specialist homelessness services (SHS) with a current mental health issue were more likely to identify a need for drug and alcohol services (11% compared with 4% of the general SHS population).

9.2 General practice health services

GP super clinics

Provide a range of services delivered by multiple service providers and facilitated through agreed shared clinical service arrangements and physical co-location. Services include general practice as an essential element and include facilities for regular services provided by allied health professionals, such as physiotherapists, dietitians, podiatrists, occupational therapists, and specialist care for seniors.

Other services may include psychology services and mental health programs and drug and alcohol counselling, consulting rooms for visiting specialists, and facilities for practice nurses to provide comprehensive primary health care.

112. Primary which are staffed, and include support individuals, provide harm minimisation education as well as safe injecting equipment and Secondary which provide access to safe injecting equipment.



Better Access

Description

The Better Access Initiative aims to improve outcomes for people with a clinically-diagnosed mental disorder through evidence-based treatment. The initiative provides for Medicare rebates to patients for selected mental health services provided GPs, psychiatrists, psychologists (clinical and registered) and eligible social workers and occupational therapists.

Eligibility

The Better Access initiative is available to patients with an assessed mental disorder who would benefit from a structured approach to the management of their treatment needs. Mental disorder is used to describe a range of clinically diagnosable disorders that significantly interfere with an individual's cognitive, emotional or social abilities. Drug Use Disorders and Alcohol Use Disorders are considered mental disorders. Dementia, delirium, tobacco use disorder and mental retardation are not regarded as mental disorders for the purposes of this initiative.

Clients must see their GP if they wish to access this service.

ATAPs

Description

ATAPS enables any GP to refer patients with a diagnosed mental health disorder to Allied Health Professionals for low cost short term intervention Psychological Services. ATAPS mental health professionals include psychologists, social workers, mental health nurses, occupational therapists and Aboriginal and Torres Strait Islander health workers with specific mental health qualifications.

Eligibility

The focus of ATAPs is to provide psychological services to individuals who may be economically or socially disadvantaged, and unable to meet the gap payments under Medicare's Better Access scheme. Such people may be pensioners, Health Care Card holders, low income earners, unemployed or students. ATAPS also provides services in priority areas such as perinatal depression, child mental health, suicide prevention and Aboriginal and Torres Strait Islander mental health services. Drug Use Disorders and Alcohol Use Disorders are considered mental health disorders under this initiative.

Clients must see their GP if they wish to access this service.



9.3 Drug Treatment

Screening, intake and assessment

Under the revised arrangements for Victoria's Drug Treatment Services, screening and assessment determines the correct referral pathway for each person to youth, adult, residential and non-residential, State and Commonwealth-funded alcohol and other drug treatment services.

There are two ways people can be assessed and referred to treatment. The first is to contact DirectLine on 1800 888 236 or via the DirectLine website. DirectLine provides 24-hour, 7-day counselling, information and referral.

The second is through local intake and assessment providers. As the primary entry point to the treatment system, catchment-based intake and assessment services work closely with DirectLine and other treatment providers. They facilitate client intake, screening, assessment and referral for people aged 16 years and older.

Counselling, care and recovery coordination, non-residential withdrawal

In Victoria, community based organisations lead the delivery of non-residential AOD treatment and support services for adults. These services comprise:

- *AOD counselling* - counselling services incorporate face to face, telephone and online services for individuals. In some cases, their families will also be included. Programs also include group and day programs;
- *Care and recovery coordination* - supports the integrated treatment and care pathways for people with the highest need who are at highest risk and require coordinated care;
- *Non-residential withdrawal services* - involve a clinical withdrawal assessment and withdrawal treatment in the clients own home, AOD treatment services or in partnership with a rural hospital; and
- *Therapeutic day rehabilitation* - an intensive program of counselling and support to build life skills and promote wellbeing. Financial management and nutrition are two such examples.

Services for Aboriginal people

Dedicated treatment services are provided to Aboriginal people who at risk of, or affected (directly or indirectly) by AOD issues. These services are typically provided through Aboriginal Community Controlled Health Organisations (ACCHOs), however Aboriginal people may also chose to access mainstream services through catchment-based AOD intake and assessment services.

Services for young people

For those aged up to 25 years, youth specific services are offered. These are generally family-based and, if appropriate, will involve the integration of other services such as mental



health, health, housing, mental health and child protection and family services. The services include:

- *Youth outreach and support* - assessment, support and ongoing case coordination for young people in their own environment;
- *Youth residential withdrawal* - provided through a community residential drug withdrawal service or through hospital-based treatment;
- *Youth home-based withdrawal* - or young people for whom the withdrawal is of mild to moderate severity and the person can be supported by a family member or friend at home;
- *Youth residential rehabilitation* - a 15-bed statewide facility to provide 24-hour staffed residential programs that provide a range of interventions for young people whose established use of drugs has caused them significant harm; and
- *Youth supported accommodation* - a supportive residential environment to help young people achieve lasting change and assist in their reintroduction into the community.

Residential services (adult, youth).

AOD residential services in Victoria encompass adult and youth rehabilitation, withdrawal, post-treatment and youth supported accommodation. Access is through catchment based intake and assessment referral. Services include both:

- *Residential rehabilitation* - 24 hour staffed accommodation for therapeutic treatment;
- *Residential withdrawal services* - supervised withdrawal from AOD within a residential or hospital; and
- *Youth residential withdrawal* - short term, intensive support.

Lesbian, Gay, Bisexual, Transgender, Intersex and Queer Services (LGBTIQ) services

AOD Counselling and Care Recovery Coordination services to LGBTI people The Victorian AIDS Council (VAC) provides a range of AOD counselling and care recovery coordination services to LGBTIQ - lesbian, gay, bisexual, transgender, intersex and queer services, that are focused on improving their health outcomes when compared to the remainder of the population. Although services are targeted to people in the Inner North catchment they extend to areas within the NWMPHN catchment.

Services include:

- Individual counselling;
- Recovery support;
- Therapeutic groups; and
- Education and Training.



9.4 Specialist

State-wide specialist services

In Victoria there are a range of statewide and specialist services. These include:

- Women's AOD service - a voluntary service for pregnant women with ongoing AOD issues; and
- LGBTIQ service - lesbian, gay, bisexual, transgender, intersex and queer services are focused on improving their health outcomes when compared to the remainder of the population. Services include counselling, recovery support, therapeutic groups and education and training.

The culturally and linguistically diverse (CALD) AOD project auspiced through VAADA, has recently been completed and provides information and resources to support people from families in CALD communities who are affected by harmful AOD. The main objectives of this initiative were to:

- ▶ Inform improved access to culturally appropriate drug and alcohol information and services; and
- ▶ Inform improved cultural competence of staff in AOD treatment services so they can more effectively work in cross-cultural situations.

Forensic services – community-based services

The goal of forensic services is to reduce harm from AOD use and crime. The Victorian Government funds this through a number of forensic, community-based treatment services. Clients access these services through their interaction with the criminal system and as such are generally mandated to attend.

Intake and assessment

Intake and assessment services are designed to determine the suitability of a client for forensic services and act as a referral pathway into them. COATS (Community Offender's and Advice and Treatment Services) which is a program of ACSO, is the main provider of forensic AOD intake and assessments across the state. This is also the case for clients referred through Community Corrections and the Adult Parole Board.

Forensic services

If a client is deemed to require a forensic service they have access to the full range of AOD services. These include care and recovery coordination, youth and Aboriginal specific services, counselling, withdrawal and rehabilitation. Other forensic specific services include:

- RAPIDS - Responsive, Assessment, Planning, Intervention and Planning Service provides same day assessment to those presenting to court who at high risk to themselves or others;
- Torque - a six week, non-residential rehabilitation service;



- HiROADS - High Risk Offenders, Alcohol and Drug Service is specifically targeted to treat those with serious violent and sexual offending history who are at a high risk of repeat behaviour and relapse;
- Drink and drug driver program – this service is for those convicted of drink drive, drug drive or combined offenses who are required to attend the drink and drug driver program. This program involves education, provision of comprehensive assessments and preparation of license eligibility reports, as well as alcohol interlock condition removal order reports for the Court; and
- Step out - a free, voluntary program specifically for those who are straight on release from jail, but not on parole or remand, who have requested AOD treatment on release. The service will provide assessment (in prison), links with counselling services and provides case management.

Diversion programs

The diversion programs applicable to forensic AOD services include:

- Cannabis Cautioning Program - offenders 17 years and over are provided with a cautioning notice if caught with a simple possession/use of cannabis. The person may accumulate two occasions of non-trafficking amounts;
- Drug Diversion Program - those caught with an illegal drug may be provided with a caution provided they attend a clinical treatment assessment and at least one session of a treatment service;
- First Offender's Court Intervention Service - a compulsory drug-education for first time offenders;
- Children's Court Clinic Drug Program – provides treatment and early intervention to those appearing at the court, under criminal prosecution, who are associated with substance miss-use;
- Family Drug Treatment Court - aimed at facilitating family reunification for those parents who have had their children removed due to AOD issues;
- CREDIT - Court Referral and Evaluation for Drug Intervention and Treatment and Bail Support Program aims to increase the likelihood of a person being both granted bail and successfully completing their bail period. It does this through a number of programs such as counselling, housing services etc.;
- CISP - Court Integrated Services Program provides short term assistance to those with health and social needs prior to sentencing; and
- ARC - Assessment and Referral Court List provides case management to those with a mental illness / cognitive impairment through the Magistrates court.

Forensic services – prison-based services

Additionally, alcohol and other drug programs are provided at all prisons. Programs include individual counselling, psycho-educational programs, long-term group therapy and transitional assistance programs. Access is based on an assessment of need and suitability.



Hospital based treatment services

Hospital based treatment services are primarily aimed at those with mild to severe symptoms and those withdrawing. The services include:

- AOD emergency department initiative -emergency departments will continue to receive funding which helps them better manage AOD presentations. It also includes a continuous improvement framework;
- Hospital based withdrawal services - if a severe withdrawal occurs or is expected a hospital inpatient stay may be required. In this setting, the client receives medical support and supervision 24 hours a day, seven days a week, along with intensive psychiatric support where required; and
- Mental health police response - involves a joint police and mental health response to people needing urgent mental health and assessment and treatment in the community.

Additionally, specialist Addiction Medicine Services are available at some hospitals. This service involve a multidisciplinary team led by an Addiction Medicine Specialist that provides consultation-liaison services for more complex patients and referral, advice and support to other health professionals. An addiction medicine specialist is a physician trained and who has demonstrated by education, experience, and examination the requisite knowledge and skills to provide prevention, screening, intervention, and treatment for substance use and addiction. Addiction can involve any one or more of these substances: alcohol, tobacco, or other addicting drugs, including some prescription medications. Furthermore, addiction specialists can recognize and treat the psychological and physical complications of addiction.

Pharmacotherapy

Pharmacotherapy pertains to the use of medication to assist in the treatment of opioid addiction. In Victoria, pharmacotherapy services are delivered through community based services (General Practice) and registered pharmacies. Pharmacotherapy uses opioid substitutes to support and treat those with opioid dependency. There are some specialist pharmacotherapy services in Victoria including three in North and West Melbourne. All general practitioners are capable of prescribing buprenorphine for up to five patients without undergoing formal training. These practitioners are known as untrained prescribers. Practitioners who undergo formal pharmacotherapy training are capable of prescribing more than this and are therefore known as trained prescribers.

9.5 Private

Treatment and withdrawal centres

Private hospitals where AOD is the focus of care will often provide consulting suites where psychiatrists, addiction medicine specialists, psychologists and counsellors see people on an outpatient basis as well as providing inpatient care. Admission to private hospitals usually requires referral from a registered medical professional and as such, private fees are charged.



Rehabilitation in a private clinic is generally conducted following successful completion of a withdrawal program. With the use of multi-disciplinary teams involving addiction medicine specialists, psychiatrists, psychologists and counsellors emphasis is placed on changing the individual's behaviour and their attitude towards their addiction with the hope of them being able to function more suitably in the community.

Private withdrawal facilities provide a fee for service arrangement whereby clients with AOD issues undergo a day, or 24 hour, supervised withdrawal from their substance of dependence or abuse. These are usually conducted with addiction medicine specialists, general practitioners and nurses and other allied health where appropriate.

Psychiatry

Private psychiatrists mainly provide outpatient services from their consulting rooms or inpatient services at private hospitals. Many work across the public and private sectors. Referral is usually through a GP.

Private psychiatrists and GPs may work together with consumers, case managers and other workers from the AOD services in the development of individual treatment AOD plans – this may be through a specific program such as Better Outcomes or as part of good co-ordinated care.

In addition to private psychiatric hospitals which have consulting suites attached to their inpatient units, increasingly public mental health services are co-located with or support provision of private services to facilitate follow up care of their patients.

Psychology and Counselling

Psychologists may have a range of specialties including AOD diagnosis and treatment, various counselling treatments and those focussing on psychology and physical health. They provide specialist psychological intervention from evidence based treatments for a range of AOD and psychological issues or problems.

10 Availability of services – AOD services

This section provides a detailed description of alcohol and other drug services within each of the five main service clusters: Community and Primary Care; GP Primary Health Services; Drug Treatment Services; Specialist Services; and Private Providers. It includes details on the specific suite of services provided, criteria for access and catchment area.

10.1 Community and Primary Care – Community Health Centres

A number of community and primary care service providers listed here are also part of Alcohol and Drug consortia providing catchment-based services under state-funded drug treatment service provision. Services listed in this section are community and primary care services that do not require referral through the catchment-based drug treatment system.

The following services provide a range of general counselling and support, prevention and harm reduction including where identified needle and syringe programs.

10.1.1 SUNBURY COMMUNITY HEALTH CENTRE

Description

Sunbury Community Health Centre (SCHC) provides a range of services which are intended to be responsive to community needs. Notably, the centre has an emphasis on preventive measures relevant to Alcohol and Drug Addiction and Mental Health. Some AOD services in partnership with Odyssey House Victoria and ReGen.

AOD Suite of services

SCHC provides a range of services relevant to alcohol and drug treatment. These include:

- Alcohol and other drug counselling - designed to promote the wellbeing of individuals, their families and the community by reducing the harms associated with alcohol and other drug use with the aim of restoring hope to those involved.
- A secondary Needle and Syringe program which provides:
 - ▶ needles and syringes;
 - ▶ sharps disposal containers;
 - ▶ sterile swabs;
 - ▶ condoms; and
 - ▶ options for the appropriate disposal of used injecting equipment;
- General Counselling services;
- Youth Counselling; and



- Other counselling and activity groups including family violence, financial, family support, men's and women's support groups.

Criteria for access

Access to services is open to those living, working or studying within the catchment area. Some services such as counselling have a small fee associated with their use however this is means tested and free for eligible clients.

Catchment area

SCHC serves primarily the Hume LGA.

Contact

Sunbury Community Health Centre
Address: 12-28 Macedon Street, Sunbury 3429
Phone: (03) 9744 4455
Web: www.sunburychc.org.au

10.1.2 DAREBIN COMMUNITY HEALTH SERVICES

Description

Darebin Community Health Service (DCHS) provides health and wellbeing services and group programs to those living, working or studying in Darebin.

AOD Suite of services

The AOD program at DCHS operates primarily as a harm reduction program incorporating the North Eastern AIDS Prevention Program (a Primary Needle and Syringe Exchange and Harm Reduction Program). It is based at Darebin and Banyule Community Health Services and includes:

- Outreach night time needle and syringe program (provided in the LGAs of Darebin, Banyule, Whittlesea and Nillumbik);
- Pharmacotherapy prescribing service sees clients who are dependent on heroin and offers clients substitution therapy such as Methadone, Buprenorphine and Suboxone at both health service sites;
- Steroid education program (outreach Victoria wide);
- Family Drug Support Counsellor (in North West and Hume / Whittlesea catchment). This initiative seeks to give families and significant others of people using Ice and other drugs practical support, information and advice about how best to deal with drug-affected people. Access to the service is not be dependent on the family member being a current client of the current AOD treatment system; and



- Counselling. In the context of providing supportive services for family members and significant others of drug users, the Darebin Community Health counselling services aim to:
 - ▶ Maximize access to support for families and significant others of people using 'ice' and other drugs – inclusive of cases where the person using drugs is not currently in treatment;
 - ▶ Improve the overall health and wellbeing of family members and significant others of those adversely affected by drug use;
 - ▶ Provide a responsive service that caters for population and cultural diversity;
 - ▶ Offer services that work in concert with and complement and link to existing alcohol and other drug treatment services as well as other health and allied health and community health services; and
 - ▶ Provide information on and linkages to other family support and related services. AOD counselling services are provided by ReGen from East Reservoir and Preston sites.

Criteria for access

Unless specified above, services are available to those living, working or studying in the city of Darebin. Please refer to specific programs for more eligibility criteria.

Catchment area

DCHS serves primarily the Darebin LGA. Needle and Syringe includes Darebin, Banyule, Nillumbik and Whittlesea.

Contact

Darebin Community Health Services

Address: 125 Blake Street, East Reservoir, 3073 and
PANCH Health Service at 300 Bell Street, Preston

Phone: (03) 8470 1111

Web: <http://www.dch.org.au/>

10.1.3 DJERRIWARRH HEALTH SERVICES

Description

Djerriwarrh Health Services provides a wide range of Primary, Allied, Sub-Acute and Acute health services from four locations across the Local Government Areas of Melton and Moorabool.



AOD Suite of services

- AOD counselling and support at Melton, Caroline Springs and Bacchus Marsh and Care and Recovery Co-ordination in Moorabool;
- Family Drug Support – Ice Action Plan in the Local Government Areas of Melton, Brimbank, Maribyrnong and Hume; Family Therapy and Family Counselling, Individual Counselling, Support Referral and Advocacy, Collaboration and Support to other community health and AOD service providers in the LGA's;
- Ice Pilot – Diversion programme with Victoria Police, AOD counselling in Melton or Moorabool; and
- Needle and Syringe Programme – Disposal and pick up of Fit Packs, Melton Health and Melton and Caroline Springs CHCs during business hours; Urgent Care at Melton Health and Bacchus Marsh and Melton Regional Hospital out of business hours.

Criteria for access

Various according to which service, but all AOD treatment services are free of charge. Please refer to specific programmes for more eligibility criteria.

10.1.4 MACEDON RANGES HEALTH

Description

Macedon Ranges Health is a community based not-for-profit organisation dedicated to the provision of health, community, welfare and aged care services to the communities of Macedon Ranges Shire and surrounding districts.

Macedon Ranges Health provides a range of mental health services Monday to Friday within the Macedon Ranges Shire.

AOD Suite of services

Macedon Ranges Health provides a range of alcohol and drug treatment services. These include:

- Psychology service offering alcohol and other drug counselling;
- A Needle and Syringe exchange program providing:
 - ▶ Needles and syringes;
 - ▶ Sharps disposal containers;
 - ▶ Sterile swabs;
 - ▶ Condoms; and
 - ▶ Safe and discreet disposal of used needles and injecting equipment;



- General Counselling services;
- Youth Services including onsite and outreach MRH Youth clinic that provides:
 - ▶ GP appointments;
 - ▶ Mental health referrals;
 - ▶ Sexual education;
 - ▶ Drug and alcohol education; and

Condoms. Criteria for access

Youth aged 12-25.

Catchment area

Shire of Macedon Ranges and Sunbury.

Contact

Macedon Ranges Health

Address: 5 Neal Street, Gisborne 3437

Phone: (03) 5428 0300

Web: <http://www.mrh.org.au>

10.1.5 COBAW COMMUNITY HEALTH

Description

Cobaw Community Health Services Ltd was established in 1986 and provides a comprehensive range of free and low cost health services for early childhood, youth, families, adults, aged and disability. The AOD Services team aims to provide information and/or referral to those experiencing AOD problems or those affected by another person's AOD use.

AOD Suite of services

Services offered by Cobaw Community Health Services include:

- Alcohol and Other Drugs Counselling - free and confidential individual counselling for people experiencing issues related to their alcohol and other drugs use. Eight initial sessions are offered – once a week for four weeks, once a fortnight for four weeks, and then once a month for two months. A review can be completed at this time if further sessions are required;
- AOD Family Counselling - free and confidential family counselling to AOD clients and/or their family members. Parents, partners, siblings or children of the user who may have been impacted by a family member's use are eligible for this service;



- Youth Outreach - the Youth Outreach program is a free service for young people (15-25) in the Macedon Ranges Shire. The program provides confidential counselling, support and referral for young people who are using alcohol or other drugs. Young people who are affected by someone else's use of alcohol or other drugs may also use this service to receive support, advice and information. This is a mobile service and appointments are flexible in time and place;
- Rural Withdrawal Service - the rural withdrawal service covers the Macedon Ranges Shire area. A Clinical Nurse Consultant [CNC] facilitates the program and accepts referrals from counselling staff. This may be a home based withdrawal with a designated in house support person and the support of the person's GP, or within a detox unit;
- Drug Diversion Programs - the Drug Diversion programs provided by Cobaw are funded by the Commonwealth Government. These programs aim to divert people who have an illicit drug problem and have become involved with the police or the courts away from the criminal justice system; and
- Pre-Sentence Assessment - solicitors or clients who have an upcoming Court appearance may contact the AOD service at Cobaw to request a Pre-Sentence Assessment.

Criteria for access

Criteria for access vary by program and most programs are generally free.

Catchment area

LGA of Macedon Ranges

Contact

Cobaw Community Health Service

Address: High Street, Kyneton 3444

Phone: (03) 5421 1666

Web: <http://www.cobaw.org.au>

10.1.6 COHEALTH

Description

One of the largest and newest community health care organisations, cohealth services a wide range of locations across Melbourne's northern, western and inner suburbs. It provides services across mental health, oral health, family violence, AOD, aged care, medical and integrated services.



AOD Suite of services

The range of service offered by cohealth includes:

- Specialist AOD Primary Health Services. This program supports the health and wellbeing of people who inject drugs by providing them with medical and general health care, safer using equipment, and education;
- Injecting equipment via Needle Syringe programs available at all main sites. Outreach night time needle and syringe program is available in the inner north east Melbourne;
- HIV and Hepatitis testing and treatment;
- Sexual health testing and treatment;
- Counselling;
- Care and Recovery Coordination;
- Non Residential Withdrawal;
- Family Support Services;
- Pharmacotherapy provided by GPs across many sites; and
- Education to the wider community about injecting drug use.

cohealth is also the lead agency North West Melbourne Pharmacotherapy Network.

Criteria for access

AOD Treatment services have eligibility criteria - Intake and assessment via the centralised services provided by ReGen and Odyssey. There are no eligibility criteria for the NSP.

Catchment area

cohealth services 14 LGAs in total. Those relevant to this catchment include Brimbank, Darebin, Hobson's Bay, Moreland, Wyndham, Hume, Yarra, Melbourne, Maribyrnong, Melton and Moonee Valley.

Contact

cohealth – Collingwood, Fitzroy & Melbourne

Address: 365 Hoddle Street, Collingwood 3066

Phone: (03) 9411 4333

Web: <http://cohealth.org.au/>

cohealth – Footscray, Braybrook, Werribee & Melton

Address: 72 Paisley Street, Footscray 3011

Phone: (03) 9389 4100

Web: <http://cohealth.org.au/>



cohealth – Flemington, Moonee Ponds and Niddrie

Address: 7 Chester Street, Moonee Ponds 3039
Phone: (03) 9377 7100
Web: <http://cohealth.org.au/>

cohealth – Health Works (Specialist AOD Primary Health Service)

Address: 4-12 Buckley Street, Footscray 3011
Phone: (03) 9362 810

cohealth – Needle Syringe Program, Braybrook Community Centre

Address: 107-139 Churchill Avenue, Braybrook 3019
Phone: 9334 6699

cohealth – INNERSPACE Drug Safety Services

Address: 4 – 6 Johnston Street, Collingwood 3066
Phone: (03) 9468 2800

10.1.7 NORTH RICHMOND COMMUNITY HEALTH

Description

North Richmond Community Health (NRCH) has been providing community health services since 1974. The culturally and linguistically diverse community of North Richmond remains the focus of much of the work. NRCH also provides services to people across the City of Yarra and communities in rural and remote areas of Victoria.

AOD Suite of services

Services relating to AOD offered by North Richmond Community Health include:

- The Alcohol and Drug Program which offers services to people, their partners and families who are managing alcohol or drug-related issues. AOD team works from a non-judgemental philosophy and promotes harm minimisation, strengths-based approaches and client-centred principles;
- Drug Outreach - the outreach team engages with people about their drug use in settings such as the street, the needle exchange and other external settings. The Outreach team gives information about safe drug use, safe sex and safe disposal of used injecting equipment. The team is also available to help with community education, advocacy, support and referrals; and
- The Needle and Syringe Program - is a free and confidential needle-exchange service for Intravenous Drug Using people. There is a separate entrance to NRCH's main entrance, allowing people to walk in and get safe injecting equipment in a purpose-built, confidential space. Used injecting equipment can also be disposed of safely at the needle exchange.

NRCH is an ATAPS provider in the City of Yarra.



Criteria for access

People managing drug and alcohol-related issues and their partners and families.

Catchment area

The LGA of Yarra

Contact

North Richmond Community Health
Address: 23 Lennox Street, Richmond 3121
Phone: (03) 9418 9800
Web: www.nrch.com.au

10.1.8 MERRI HEALTH

Description

Formally known as Moreland Community Health Service Inc., Merri Health provides services to the City of Moreland and northern suburbs of Melbourne across a number of locations. Merri Health strives to create healthy, connected communities through local health services for the life spectrum. Merri Health provides holistic care that addresses the medical, social, environmental and economic aspects that affect health. Merri Health engages with Aboriginal and Torres Strait Islander communities and is Rainbow Tick accredited.

AOD Suite of services

Merri Health provides a range of prevention services and counselling and family support:

- TRACKS. Youth Outreach Program focussing on early intervention services for young people at risk of and/or using AOD. Services provided include: counselling, support, advocacy, harm minimisation, relapse prevention, school educational programs, supported youth engagement camps and supported referrals;
- Counselling – Generalist and Youth Counselling;
- GBLTIQ Youth Support Services;
- Access to Allied Psychological Services (ATAPS) – Adult and Children's;
- Drop In Social Work Support Service; and
- Needle Syringe Program (NSP) - provides clean needles, syringes, condoms and health advice to anyone in the community.

The services offered by Merri Health are free services.



Criteria for access

Access to services is generally open to those living, working or studying across the northern metropolitan region. Some programs have specific eligibility requirements. Please refer to the Merri Health website for specific program requirements.

Catchment area

Merri Health provides services across the northern metropolitan region of Melbourne.

Contact

Merri Health - Brunswick

Address: 11 Glenlyon Road, Brunswick 3056
Phone: (03) 9387 6711
Web: www.merrihealth.org.au

Merri Health Vic Place

Address: 21 Victoria Street Coburg 3058
Phone: (03) 9355 9900
Web: www.merrihealth.org.au

Merri Health

Address: 93 Bell Street, Coburg 3058
Phone: (03) 9350 4000
Web: www.merrihealth.org.au

10.2 Community and Primary Care – General AOD counselling

10.2.1 STEPPING UP CONSORTIA

Description

The Stepping Up Consortia is a combination of four not-for-profit agencies: Interact Australia, Odyssey House Victoria, TaskForce and Youth Projects. It is funded by Federal, State and Local Governments as well as Trusts and Foundations across many different programs provide.

AOD Suite of services

Services available through the Stepping Up Consortia are:

- Alcohol and other drug counselling - therapeutic alcohol and other drug counselling is provided by psychologists and counsellors who work with individuals and family members who are affected by alcohol and other drug misuse. Treatment is provided for clients with complex combinations of substance misuse and co-occurring mental health, family/relationships, employment and legal issues; and



- A population health approach is used to offer consultation, information and training to the local community with a goal of de-stigmatisation and family support groups and an after-care program is available.

Criteria for access

Adults 16 years and over, people concerned about a family member's AOD use and parents/caregivers/guardians concerned about children's AOD use. No fees.

Catchment area

Catchment includes the LGAs of Melton and Werribee as well as Barwon, Frankston Mornington Peninsula, and surrounding areas.

Contact

Stepping Up Consortia

Address: Woodgrove Shopping Centre, Shop R034, 533 - 555 High Street, Melton 3337

Phone: 1800 828 466

Web: <http://www.stepping-up.org.au/>

Address: 40 Synnot Street, Werribee 3030

Phone: 1800 828 466

Web: <http://www.stepping-up.org.au/>

10.2.2 AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC. (AVWA)

Description

The AVWA Illicit Drug and Alcohol Treatment Counselling Service has been providing individual counselling, support and referrals concerning drug and alcohol treatment to the general Vietnamese community for over 14 years.

AOD Suite of services

The Illicit Drug and Alcohol Treatment Counselling Service is a free service funded by the Commonwealth Department of Health under the National Illicit Drug Strategy which aims to provide individual counselling, support and referrals concerning drug and alcohol treatment to the general Vietnamese community.

The service uses a face-to-face/telephone, individual case management approach to counselling which is consistent with the philosophy of harm minimisation. Bilingual staff work within a counselling, consultancy and continuing care framework, and develop an individual treatment plan with each client consisting of both short and long term goals, integrated referral process to services and programs offering diverse treatment options available in Australia. Staff are academically, culturally and linguistically qualified.



Criteria for access

Any person in the Vietnamese community can utilise this free and confidential service. People directly affected by alcohol & illicit drug use/abuse/dependence; a family member, significant other or friend of the drug user or someone seeking information and resources concerning alcohol & illicit drug use (for both individual & community groups).

Catchment area

All Melbourne metropolitan regions from Richmond (LGA of Yarra), Braybrook (LGA of Maribyrnong) and Springvale.

Contact

AVWA Illicit Drug and Alcohol Treatment Counselling Service
Braybrook Office

Address: Unit 7, 6-12 South Road, Braybrook 3019
Phone: (03) 9396 1922
Web: www.avwa.org.au

Richmond Office

Address: 30-32 Lennox Street, North Richmond 3121
Phone: (03) 9428 9078
Web: www.avwa.org.au

10.2.3 VICTORIAN AIDS COUNCIL (VAC)

Description

VAC provides Alcohol & Drug Counselling Services specifically for the Victorian LGBTIQ community and PLHIV communities and this will be delivered from South Yarra and in the Inner North at ReGen, Coburg and Co-Health Fitzroy and at PRONTO! in Fitzroy.

AOD Suite of services

Services include individual counselling, recovery support, therapeutic groups and education and training. The AOD counselling service provides ongoing treatment and brief intervention (education, harm minimisation and relapse prevention) via face-to-face counselling and telephone. Additionally, the VAC is also providing care & recovery (care coordination) for clients to ensure that they are provided with a client centred, holistic approach to treatment and support. The "Rewired" group aimed at methamphetamine use can also be delivered as a one-on-one service.

Criteria for access

This is a free service to clients.



Services can also be accessed from outside the catchment through the state wide referral line:

VAC Gay/Lesbian/Bi/Trans Alcohol & Drug Services Line on 03 9690 9390 or free call 1800 906 669

Catchment area

All services can be accessed from across the State.

Contact

Victorian AIDS Council

Address: 51 Commercial Road, South Yarra, 3141
Phone: (03) 9863 0444 or 1800 622 795
Web: www.vac.org.au

VAC Gay/Lesbian/Bi/Trans Alcohol & Drug Services Line

Phone: (03) 9690 9390 or Toll Free: 1800 906 669

Trans & Gender Diverse Health & Wellbeing Clinic (GPs and Counsellors)

Address: 175 Rose St. Fitzroy
Phone: (03) 9416 2889

Counselling for Gender & Sexually Diverse Community

Address: 6 Claremont St, South Yarra
Phone: (03) 9865 6700

Training for Workers

Phone: (03) 9865 6700

10.3 Community and Primary Care – headspace

10.3.1 HEADSPACE – COLLINGWOOD

Description

headspace Collingwood is located on Level 1 of the Victoria Park Social Club. The team consists of a range of skilled professionals who support the mental health and general wellbeing of young people aged 12-25 years.

AOD Suite of services

Services are provided by Drug and Alcohol workers either on site or linked to the centre who can assist with any alcohol or other drug issue.



Criteria for access

Young people aged 12 to 25 can self-refer or be referred by a friend, teacher, parent, health worker or any trusted person.

Catchment area

Not specified formally but located in the LGA of Yarra and targeting local and surrounding areas.

Contact

headspace Collingwood

Address: Level 1, Victoria Park (Social Club Building),
Corner Lulie & Abbott Streets, Abbotsford 3067

Phone: (03) 9417 0150

Web: <http://headspace.org.au>

10.3.2 HEADSPACE – GLENROY

Description

headspace Glenroy is a health service specifically for young people aged 12 to 25, their families and friends and provides a range of health and wellbeing services. AOD services provided at headspace Glenroy are provided in partnership with UnitingCare ReGen.

AOD Suite of services

Drug and Alcohol workers either on site or linked to the centre who can assist with any alcohol or other drug issue.

Criteria for access

Young people aged 12 to 25 can self-refer or be referred by a friend, teacher, parent, health worker or any trusted person.

Catchment area

Not specified formally but located in LGA of Moreland and targeting local and surrounding areas.



Contact

headspace Glenroy

Address: 2A Hartington Street, Glenroy 3046
Phone: (03) 9304 1011
Web: <http://headspace.org.au>

10.3.3 HEADSPACE - CRAIGIEBURN

Description

headspace Craigieburn is a youth-friendly service for young people aged 12 to 25 and their families who are experiencing difficulties and provides free, confidential mental health, general health, drug and alcohol and employment and training support. It also runs a range of free groups young people can join and learn valuable skills. AOD services provided at headspace Craigieburn are provided in partnership with UnitingCare ReGen.

AOD Suite of services

There are Drug and Alcohol workers either on site or linked to the centre who can assist with any alcohol or other drug issue.

Criteria for access

Young people aged 12 to 25 can self-refer or be referred by a friend, teacher, parent, health worker or any trusted person.

Catchment area

Not specified formally but located in the LGA of Hume and targeting local and surrounding areas.

Contact

headspace Craigieburn

Address: Suite 1, Level 1, Central Suites, Craigieburn Central, 340 Craigieburn Road,
Craigieburn 3064
Phone: (03) 8338 0919
Web: <http://headspace.org.au>



10.3.4 HEADSPACE - SUNSHINE

Description

headspace Sunshine offers young people access to a range of youth-friendly health professionals who can help with:

- Mental health & counselling;
- Alcohol & other drug services;
- General health; and
- Education and employment opportunities & other services.

AOD Suite of services

Services are provided by Drug and Alcohol workers either on site or linked to the centre who can assist with any alcohol or other drug issue.

Criteria for access

Young people aged 12 to 25 can self-refer or be referred by a friend, teacher, parent, health worker or any trusted person.

Catchment area

Not specified formally but located in the LGA of Brimbank and targeting local and surrounding areas.

Contact

headspace Sunshine

Address: Visy Cares Hub, 80b Harvester Road, Sunshine 3020

Phone: (03) 9927 6222

Web: <http://headspace.org.au>

10.3.5 HEADSPACE - WERRIBEE

Description

headspace Werribee has qualified, youth-friendly professionals keen to support young people needing some help. These include youth mental health access workers, alcohol and drug workers, community awareness officer, GPs and private practitioners including: psychologists, psychiatrists, social workers, occupational therapists and mental health nurses.



AOD Suite of services

Drug and Alcohol workers either on site or linked to the centre who can assist with any alcohol or other drug issue.

Criteria for access

Young people aged 12 to 25 can self-refer or be referred by a friend, teacher, parent, health worker or any trusted person.

Catchment area

Not specified formally but targeting local and surround area of Wyndham LGA.

Contact

[headspace Werribee](#)

Address: Shop 13, 5 Duncan's Road, Werribee 3030

Phone: (03) 8001 2366

Web: <http://headspace.org.au>

10.4 Community and Primary Care – Other services for youth

10.4.1 DJERRIWARRH HEALTH SERVICES

Programs provided by Djerriwarrh Health Services include:

- Adolescent, Young Adult and Family Program;
- Melton Youth Clinic at Djerriwarrh Health Services; and
- Westcare Medical Centre.

Description

The Adolescent, Young Adult and Family Programme - located within the Youth Services Hub of Melton City Council provides specialist counselling support, information, referral and advocacy to young people and /or their families for a broad range of issues, including alcohol and other drug and mental health. Group work and family therapy are also provided. After hours appointments are available at Melton, and at an outreach location in Bacchus Marsh.

Melton Youth Health Clinic - located within the Youth Services Hub, this is an after-hours drop in medical, counselling and support service operating one night per week. Staffed by a GP and two specialist youth counsellors. No appointment required.



Criteria for access

Any young person age 12 to 24 who lives, works, studies in the LGAs of Melton or Moorabool, and/or a carer/parent. Both services are free of charge, and it is helpful if the young person accessing the Health Clinic has a medicare card (not essential).

10.4.2 YOUNG PERSONS HEALTH SERVICE (YPHS) - ROYAL CHILDREN'S HOSPITAL

Description

The Young People's Health Service (YPHS) is run by The Royal Children's Hospital Centre for Adolescent Health and is located at Frontyard Youth Services in King Street, Melbourne. It is the only primary health care service that specifically works with young people who are experiencing homelessness and/or marginalisation. It provides primary health services for young people aged 12 to 24 in Melbourne's CBD. Clinical outreach is also provided to refuges and streets of Melbourne's CBD to assist young people to connect with age-appropriate services.

AOD Suite of services

The service provides a range of primary health services including support with drug and alcohol issues including Single Session therapy and emotional and mental health support.

Other services provided include: Preventative Health Advice; Skin conditions and infections (rashes, scabies, lice); Soft tissue injury and wound care; Immunisations; Immigrant health screens; Blood borne virus screening (Hepatitis B, Hepatitis C and HIV) and Screening and treatment of sexually transmissible infections (STI's)

A first visit involves an assessment using the HEADSS tool, a psychosocial health assessment tool that provides an overview of the young person's life and identifies points for intervention in discussion with the young person. Clinicians provide youth focused health assessments, screening, treatment, information and referral. A visit to YPHS will be up to 60 minutes to allow adequate time for the assessment.

Clinical Outreach is a component of YPHS' service provision. The goal of clinical outreach is to improve access to health care for young people who do not access Frontyard Youth Services. YPHS provides Clinical Refuge Outreach to an inner-city refuge.

Criteria for access

Drop in service - no appointment is necessary. Services are provided free. Medicare card not required. Young people who are marginalised or homeless and aged 12 to 24.

Catchment area

Central Business District of Melbourne.



Contact

Frontyard Youth Services

Address: 19 King Street, Melbourne 3000

Phone: 03 9611 2411

Web: <http://www.melbournecitymission.org.au/services/homelessness/young-people-25-years/frontyard-youth-services>

10.4.3 YOUTH PROJECTS

Youth Projects provides a number of services in the area of drug and alcohol services including:

- **Mobile Syringe Exchange** – This program encompasses three needle syringe programs (NSPs) operated in Melbourne's north west including the North West Outreach Service and the Glenroy fixed site exchange and a Foot Patrol within Melbourne's CBD.
- **The Youth Northern Outreach Team (YNOT)** – This program provides outreach drug and alcohol treatment for young people aged between 12 and 25 years.

Catchment

- The catchment for services delivered by Youth Projects includes the cities of Melbourne's North-West and Melbourne CBD for NSP services and Moreland and Hume for youth outreach.

Contact

Youth Projects

Address: 6 Hartington Street, Glenroy 3046

Phone: 03 9304 9100

Web: <http://www.youthprojects.org.au/contact>

10.5 Community and Primary Care – Family and/or peer support

10.5.1 JOSEPH'S CORNER

Description

Joseph's corner is a not-for-profit support service for families living with alcohol and drug addiction. Joseph's Corner was established in 2001 in a response to the community's need for support for families living with alcohol and drug addiction. Joseph's Corner works with the community to assist in dealing with the harmful effects of drug and alcohol use with a focus on work with and care for families and friends of the users. It provides support to families in stress and crisis and also provides appropriate ongoing support service, to enable families to cope and manage their difficult situation.



AOD Suite of services

Services include:

- Counselling with a qualified counsellor;
- Networking;
- Referral information;
- Companionship; and
- Group support sessions.

Criteria for access

Families living with alcohol and drug addiction. The service is free of charge.

Catchment area

The LGAs covered include Hobsons Bay, Wyndham and Maribyrnong.

Contact

Joseph's Corner

Address 1: 3 Birmingham Street, Yarraville 3013
Address 2: 38 Guinane Avenue, Hoppers Crossing 3029
Address 3: Cnr Campbell and Bellin Streets, Laverton 3028
Phone: 03 9315 2680
Web: www.josephscorner.org.au

10.5.2 SELF HELP ADDICTION RESOURCE CENTRE (SHARC)

Description

SHARC promotes self-help approaches to recovery from severe alcohol and drug related issues providing opportunities for individuals, families and communities affected by addiction and related problems to recover and achieve meaningful, satisfying and contributing lives.

Family Drug Help (FDH) was established with the financial support of the Department of Human Services. Drawing together the skills, passion, and expertise of three existing organisations – Parents for Drug Information and Support (PDIS), the Self Help Addiction Resource Centre (SHARC), and Turning Point Alcohol and Drug Centre. The FDH program is a flagship for the SHARC model of care and continues to represent the efficacy of the self-help paradigm for families and individuals affected by drug use.



AOD Suite of services

SHARC works with families, individuals and young people to provide housing, education, advocacy and family support. Family and peer support services are focussed on alcohol and drug issues. Services include:

- A confidential telephone helpline and web-based information services;
- Community-based training programs and support groups across Victoria, in metropolitan, regional and rural areas;
- Peer-based residential program for young people;
- A consumer advocacy service for treatment service users; and
- Training for health and welfare workers.

Additionally, **Family Drug Help** (FDH) provides a specialist service to support family members and friends who are concerned about a loved one's alcohol and other drug use. Family Drug Help (FDH) is a service designed specifically to address the support and information needs of parents, other family members and significant others of someone with problematic alcohol or other drug use. People with personal experience of the effects of alcohol or other drug use within their family or friendship group are involved at all levels of the service. Family Drug Help's mission is to provide peer support and access to reliable information about alcohol and other drugs as well as available treatment options. FDH aims to reduce the alcohol and drug related harm experienced by families and friends of a person misusing these substances and to strengthen families in their support of that person. Family Drug Help delivers a variety of services, including:

- Family Drug Helpline – a state-wide 24 hour helpline available for immediate and ongoing support;
- Action for Recovery Course (ARC) – a six week family education course to learn skills and strategies in coping with a loved one's addiction;
- Support Groups – available across Victoria where family and friends can gain support, educational resources and share their experiences with others;
- Family Counselling – provides a supportive environment to help families develop their relationship by building upon their skills and strengths. These services are provided in partnership with ReGen & Odyssey House Victoria as service partners; and
- Siblings Support – interactive online support and information.

Turning Point, SHARC and Bouverie Family Therapy Centre, also offer BreakThrough – Ice education for families.

Criteria for access

Any families or individuals impacted by drug or alcohol use.



Catchment area

Statewide service with specific locations providing support including Bacchus Marsh (LGA of Moorabool), Coburg (LGA of Moreland), Sunshine (LGA of Brimbank) and Werribee (LGA of Wyndham).

Contact

Family Drug Helpline

Phone: 1300 660 068

Family Drug Help

Address: 140 Grange Road, Carnegie 3163

Phone: 03 9573 1700

Web: www.sharc.org.au

10.5.3 ALCOHOLICS ANONYMOUS

Description

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

AOD Suite of services

Peer support

Criteria for access

Meeting venues and times can be found on website or by calling and website includes information on groups.

Catchment area

Located locally throughout Victoria.

Contact

Alcoholics Anonymous

Address: 48 Firth St, Arncliffe NSW 2205

Phone: (02) 9599 8866 or 1300 222 222

Web: aa.org.au



10.5.4 NARCOTICS ANONYMOUS

Description

Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a problem. It is for recovering addicts who meet regularly to help each other stay clean and build a new way of life.

AOD Suite of services

Peer Support Program - Narcotics Anonymous believes in the therapeutic value of one addict helping another. At Narcotics Anonymous meetings members share about their experiences and recovery from addiction. Meetings take place every day of the year, including public holidays, are mostly 90 minutes in duration (unless specified) and are open unless noted as being closed.

Criteria for access

There is only one requirement for membership, the desire to stop using. A list of meeting times and venues is downloadable from the NA website or by contacting by phone.

Catchment area

Range of local groups throughout Victoria.

Contact

Narcotics Anonymous

Address: GPO Box 2470 Melbourne 3001

Phone: 03 9525 2833

Web: www.navic.net.au



10.6 Community and Primary Care – Homelessness services

Given the high prevalence of dual diagnosis (mental illness and substance misuse), the services listed below include services with a focus on mental health and homelessness as well as those with a focus on substance abuse and homelessness.

Opening Doors

The Victorian homelessness system is organised under what is called *The Opening Doors Framework*, or simply, 'Opening Doors'.

Opening Doors aims to provide an integrated and coordinated response by having a limited number of designated access points into the homelessness system. The purpose of these access points is to assess needs, prioritise and connect people to the services and resources they need. Each Department of Health and Human Services region has one of these access points.

At the entry point people seeking assistance will meet with an Initial Assessment and Planning (IAP) worker who will do an assessment of their housing and support needs. Following this assessment they will address any housing crisis. IAPs have access to the Housing Establishment Fund) money which can be used to pay for emergency accommodation and sometimes rent in arrears or advance. If appropriate, the IAP may make a referral to one of the At the entry point people seeking assistance will meet with an IAP worker who will do an assessment of their housing and support needs.

Following this assessment they will address any housing crisis. IAPs have access to the Housing Establishment Fund (HEF) money which can be used to pay for emergency accommodation and sometimes rent in arrears or advance.

If appropriate, the IAP may make a referral to one of the specialist homelessness support services which can include the allocation of case manager. Case management involves helping someone address issues that are stopping them from achieving their life goals. For example they might be struggling with mental health issues or isolation, or perhaps they have experienced violence or trauma. They might want to go back to study or need help to find employment.

Contact

Opening doors

Phone: 1800 825 955.

Web: <http://chp.org.au/homelessness/about-victorias-homelessness-system/support-services/the-opening-doors-framework/>



10.6.1 VINCENTCARE

Description

VincentCare's accommodation and support services assist people who are experiencing, or at risk of, homelessness. A large proportion of VincentCare's Homelessness Services are operated from two major service sites, its Northern Community Hub whose programs and services cover Melbourne's north-western metropolitan area and its Inner Melbourne Community Hub which covers the Melbourne CBD and inner north and inner west precincts. It should be noted that the services shown below only relate directly to homelessness and do not include programs such as VincentCare Victoria's Family Violence services, Community Home Care Packages which are embedded in each of VincentCare's two hubs, or the Substance Treatment and Recovery Program run jointly with The Salvation Army Adult Services and detailed elsewhere in this report.

Suite of services

HomeConnect

HomeConnect supports individuals and families who are at risk of experiencing homelessness through early intervention and prevention. HomeConnect links with people before a crisis occurs and provides support to either stabilise their current housing, or to find more appropriate housing. It also provides support around a range of needs, including health, mental health, education, employment, well-being, living skills and social connections. HomeConnect also uses brokerage funds and a variety of models such as variable rental subsidy and headleasing to assist people to gain access to private rental accommodation.

Initial Assessment & Planning (IA&P) program – Northern Community Hub

VincentCare's Initial Assessment & Planning (IAP) program is an Access Point within the Opening Doors Framework and undertakes general assessments of individuals (over the age of 16) or households housing and support needs. Support options are discussed and where possible immediate assistance of a limited nature may be provided to people experiencing or at risk of homelessness. The Initial Assessment and Planning program also has access to brokerage funds to assist access to crisis accommodation.

Outreach Services

Outreach Services at the VincentCare's Northern Community Hub comprises of the following four programs:

Crisis Support Service

The Crisis Support Service provides support to clients experiencing homelessness and housing crisis. It is a generalist service that supports people over the age of 16. The service works with clients until their crisis has been stabilised and they have been linked in with support services that provide longer term assistance. VincentCare's Crisis Support Service is available to anyone who has already been assessed by an Initial Assessment and



Planning (IA&P) program operated by one of several homelessness agencies across the north-western metropolitan area of Melbourne. The Initial Assessment and Planning Program that has assessed the client accesses an available Crisis Support Service place for the client via an online support register.

Accommodation Options for Families (AO4F)

Accommodation Options for Families is provided in partnership with HomeGround Services as the lead agency. The program works to support families who are residing in private and unsafe rooming houses. It has a focus on working with the children in the household. A small amount of flexible brokerage attached to the program is used to support clients in the transition to safe, affordable housing.

Community Connections Program

The Community Connections Program supports clients with unmet health needs who are living in low quality accommodation or who are experiencing homelessness. The target group is people aged 35 and over who are in receipt of the Disability Support Pension. The program helps people to connect to relevant health supports. Agency or clients' own referrals are accepted. A component of the service is assertive outreach support where the team actively seeks out potential clients in a variety of accommodation settings including rooming houses and caravan parks.

HACC Access and Support

The HACC Access and Support Program supports people aged over 55 years who are homeless, or at risk of homelessness and in low-cost accommodation and who have complex and multiple needs. The program works with clients to ensure that they have access to the support services they need, opportunities for early intervention, health promotion and improved health outcomes. The service model is one of short-term and intense support.

Young Adults Team

Young Adults Support Services provides short to medium term support to young adults, aged 15-25, who are homeless or at risk of becoming homeless. Along with accommodation support, Young Adults Support Services delivers a number of other subspecialty programs with a focus on early intervention and support. These include; outreach support, intensive case management, youth justice support, justice homelessness, diversity, employment education and training, information and referral, private rental access and special projects

Sunbury Gardens

Sunbury Gardens provides long term rooming house accommodation for singles or couples over the age of 50 who currently reside in insecure, unsafe and/or unaffordable accommodation. The site comprises 22 rooms with each resident having their own bedroom, sitting room and private bathroom. Residents have access to a communal kitchen and laundry. A lead tenant is the point of contact for after-hours emergencies or requests for assistance.



The site is serviced by a number of in-reach programs from VincentCare's Northern Community Hub including a Community Capacity Building Worker who works with residents to develop a calendar of recreational activities and to identify social inclusion opportunities in the local community. Individually focused in-reach programs include VincentCare's Commonwealth Home Care Packages, HACC Access and Support and Tenancy Management.

Inner Melbourne Community Hub

Ozanam Community Centre

Ozanam Community Centre (OCC) is located in North Melbourne and is a state wide service that provides support to men and women who are at risk of homelessness, homeless and/or highly marginalised. Staff aim to provide a consistent, safe and comfortable environment for all service users. OCC facilitates engagement with a wide range of services aiming to generate stable and sustainable living, autonomy, well-being and community connectedness.

OCC is open for general Drop-in Support Monday to Friday 9:00am until 2:30pm. From 2:30pm until 5:00pm the Centre is open for prearranged programs/activities and for follow-up appointments. OCC offers breakfast and lunch meal programs, showers/laundry facilities, Housing Information and Referral, an Alcohol and Other Drugs clinician, a Client Volunteer Program, Women's programs, Community Home Care Packages, homelessness support, information and referral as well as recreation and educational activities. In conjunction with primary care and community health services it provides onsite doctors, general dentistry / denture clinic, Royal District Nursing Service – Homeless Persons Program, Psychologist, Dietician, Podiatrist and Optometry services through the Victorian School of Optometry.

VincentCare operates Emergency Relief and Financial Counselling programs and there also is an in-reach legal clinic from the Inner Melbourne Legal Service.

Ozanam House

Ozanam House provides short-term, crisis accommodation for up to 60 men at any one time who are experiencing homelessness, and other complex needs including mental and physical health issues, substance use, legal issues, and experiences of trauma, family breakdown, social isolation and marginalisation. Accommodation is accompanied by a range of on-site and in-reach support programs to help men to link to ongoing case management and therapeutic services to address issues that underlie their homelessness and develop a personal homelessness recovery pathway. Residents are required to participate in case managed support as a condition of their stay.

Case Management Service

The Inner Melbourne Community Hub Case Management Service is located at Ozanam House and provides case managed support to the residents of Ozanam House, people living in the community who are homeless or at risk of becoming homeless.

It includes a specialised short term case management for single women at risk of homelessness via the Women's Early Intervention Program (WEIP). Intensive Case



Management (ICM) provides long term case management for an initial 6 months duration with an option of a further 6 months support. The program offers up to three hours a week individual support from the case manager. The aim of the program is to support clients who have found it difficult to engage with mainstream services and who are experiencing co-occurring issues such as homelessness, mental health, drug and alcohol, acquired brain injury and forensic issues.

Quin House

Quin House is an abstinence based residential post-withdrawal program service supporting men with substance abuse issues. Quin House provides accommodation and drug /alcohol support to men who are homeless or at risk of homelessness in the Northern and Western regions of Melbourne.

The service has 11 places for men to participate in a three month program comprising of intensive case management support, individual counselling and group work. Residents are required to contribute to the running of the household and engage in a range of activities including cooking, cleaning, shopping and gardening.

While the program is part funded through State Government Specialist Homelessness Services funding, it also levies a client contribution.

Reconstructing Life After Dependency

Reconstructing Life After Dependency is a community based and step-down model alcohol and drug recovery program that transitions men into social and economic inclusion, and longer term accommodation. This program has access to short to medium term accommodation options across inner North and West Melbourne. The program offers up to six months of support and operates with an abstinence based treatment model. Clients are intensively supported by outreach case managers and have access to individual counselling and therapeutic groups and peer support programs. RLAD's community development program assists access to longer term accommodation and undertakes a range of local community building, recreation and arts projects with clients. Clients need to have completed the Quin House program (see above) or equivalent post withdrawal stabilisation, have re-established core independent living skills, and be on stable pharmacotherapy regimes.

Both hubs

Emergency Relief, Financial Counselling & Financial Capability Program.

VincentCare's Emergency Relief, Financial Counselling and Capability Programs are funded by the Commonwealth Department of Social Services.

Emergency relief is provided through supermarket chain gift cards (including fuel cards) to enable people to purchase daily living requirements to meet essential survival needs and thereby enable clients to apply their cash resources to other critical purchases.

Financial Counselling assists people in financial difficulty to address their financial problems and make informed choices. Financial Counselling provides direct case work or one-on-one intensive support, including the provision of information, advocacy and/or negotiation;



referrals to other services; community education; and networking/liaison with relevant service providers.

The Financial Capability Program aims to support individuals and families to navigate financial crisis and build financial wellbeing, capability and resilience for vulnerable people and those at risk of financial and social disadvantage and social exclusion. Financial Capability support and programs assist people to build longer term capabilities to budget and manage their money better, and make informed choices. Financial Capability also promotes financial literacy, education, information and coaching.

Contact

Home Connect

Address: 175 Glenroy Road, Glenroy 3046
Phone: (03) 9304 0147
Web: http://www.vincentcare.org.au/how_can_we_help/

Initial Assessment & Planning (IA&P) program – Northern Community Hub

Address: 175 Glenroy Road, Glenroy 3046
Phone: (03) 9304 0100
Web: http://www.vincentcare.org.au/how_can_we_help/

Ozanam House

Address: 179 Flemington Rd, North Melbourne
Phone: (03) 9304 0100 Free call: 1800 618 468
Web: http://www.vincentcare.org.au/how_can_we_help/

Reconstructing Life After Dependency

Address: 175 Glenroy Road, Glenroy 3046
Phone: (03) 9304 0100
Web: http://www.vincentcare.org.au/how_can_we_help/

Quin House

Address: 40 George Street, Fitzroy 3065
Phone: (03) 9419 4874
Web: http://www.vincentcare.org.au/how_can_we_help/

Catchment:

The catchment for services is:

- Inner Melbourne Community Hub is located in North Melbourne in the LGA of Melbourne; and
- Northern Melbourne Community Hub is located in the Glenroy in the LGA of Hume.



10.6.2 LAUNCH HOUSING

Description

Launch Housing, is a new organisation formed from the merger of HomeGround Services and Hanover, is one of Victoria's largest providers of housing and homelessness support services. It provides flexible, specialist homelessness and housing support services that directly assist thousands of individuals and households every year. Launch Housing covers 13 LGAs, operating from 14 sites across metropolitan Melbourne. Launch Housing positions itself as Victoria's strongest advocate for affordable housing and a leader of research into homelessness. Its focus is to produce better outcomes for clients and lasting, positive change for our community.

Suite of services

Launch Housing services include:

- **Initial Assessment and Planning (IAP)** - LH operates three Homelessness Access Points in Melbourne – from their offices in Collingwood, St Kilda and Cheltenham. A homelessness access point is the place where people present when in a housing crisis to seek assistance from the Initial Assessment and Planning (IAP) teams.

Initial Assessment & Planning staff either over the phone or in person, can discuss people's housing circumstances and any other issues that are worrying them or making their housing situation difficult. The staff will talk through possible housing and support ideas and options and may be able to provide one off assistance with urgent tasks. They can also make referrals (with consent) to a range of homelessness support options or mainstream services that can provide people with the support that they need;

- **Crisis accommodation** - Launch Housing has 115 crisis accommodation beds each night. Crisis accommodation provides a safe and secure place for people to stay while they are supported to find more stable housing. Along with practical support such as financial counselling, referrals to government and community agencies, the Launch House Crisis Accommodation services deliver site-specific programs to assist clients with their emotional, physical and mental wellbeing;
- **Transitional Housing** – LH manages close to 600 transitional housing properties across Metropolitan Melbourne. Transitional housing is funded by the Victorian Government as part of its response to people who are experiencing homelessness. It offers a period of affordable, stable and supported housing to enable people to find long term housing. It also allows people the opportunity to deal with any issues that are affecting their lives. These issues may have impacted on their ability to maintain secure housing and may make it hard for them to find and keep housing in the future, if not addressed;
- **Outreach Case Management** - LH delivers a number of outreach case management programs for a wide variety of people – young people, older people, singles, couples, children, people with mental health issues, public and community housing tenants, families, people who have experienced chronic homelessness and people who have had contact with the criminal justice system. The referral processes are varied, please see the LH website <http://www.launchhousing.org.au> for more details on specific programs;
- **Homeground real estate** – Australia's first ever not-for-profit real estate agency that provides expert property and tenancy management services to landlords and tenants



focussing on making private rental accessible to those on low incomes and those who have experienced homelessness;

- **Youth Foyers** – provides a mix of affordable accommodation, education, training and employment that seeks to break the cycle of homelessness, create opportunities, and help young people lead independent and fulfilling lives;
- **Supportive Housing – CommonGround Elizabeth Street** - Elizabeth Street Common Ground is the first development of its kind in Melbourne. It is based on an internationally proven, practical and cost-effective model to meet the housing and support needs of people who have experienced long-term homelessness.

Supportive Housing coordinates the two essential elements in ending homelessness by providing permanent, affordable and safe housing together with long-term tailored support services. Supportive Housing gets people housed and keeps people housed. Common Ground is one specific model of Supportive Housing targeted at highly vulnerable people experiencing chronic (long-term) homelessness. Elizabeth Street Common Ground is a partnership between Launch Housing, Yarra Community Housing, the Victorian Property Fund, the Victorian and Federal Governments and Grocon.

Catchment:

Launch Housing covers the following LGAs: Melbourne, Moreland, Yarra, Darebin, Banyule, Hume and Whittlesea as well LGAs in the southeast of Melbourne.

Contact

Launch Housing

Phone: 1800 825 955 or (03) 9288 9600
Address: 68 Oxford Street, Collingwood 3066
Web: <http://www.launchhousing.org.au>

Initial Assessment and Planning (IAP)

Phone: 1800 825 955

HomeGround Real Estate

Web: <http://www.homegroundrealestate.com.au/>

People in an immediate homelessness crisis should call the 1800 number – 1800 825 955

10.6.3 STREET TO HOME

Melbourne Street to Home provides coordinated housing, support services and health intervention for some of Melbourne's most vulnerable rough sleepers, helping them access safe, secure and affordable long-term housing and ongoing support. The program helps them access safe, secure and affordable long-term housing and ongoing support to sustain their tenancy. The program is a partnership between HomeGround Services, The Royal District Nursing Service and The Salvation Army Adult Services and The Salvation Army Crisis Services.



Eligibility:

Eligibility for this program is determined by a Vulnerability Index tool designed to select those most in need of assistance. The Vulnerability Index is administered during a registry week each year in which volunteers seek out people sleeping rough in Melbourne.

Suite of services

Street to Home provides a range of crisis accommodation including but not limited to:

- **Options for families** who are experiencing or at risk of homelessness are eligible for assistance, with a focus on families who are residing in rooming house accommodation;
- **Family violence private rental access** – for women and children who are escaping from family violence and at risk of homelessness;
- **Housing Mental Health Pathways Program** - targets patients with histories of homelessness who have no suitable accommodation options at time of discharge;
- **Aboriginal Tenancies At Risk;**
- **Justice Housing Support** – for people who are part of the Court Referral and Evaluation for Drug Intervention and Treatment Program (CREDIT) Support Program or the Court Integrated Services Program (CISP) are eligible for referral to this program; and
- **Outreach support** – targets single adults or couples aged 25 years and over living in the City of Yarra who are homeless, or at risk of homelessness and are experiencing a psychiatric disability, acquired brain injury or alcohol related brain injury or are frail or aged and are unable to access or excluded from other services.

Contact

Street to home

Phone: 1800 048 325

Web: <http://www.homeground.org.au/what-we-do/individual-services/street-to-home/>

Housing Mental Health Pathways Program

Phone: 9537 7711

Web: <http://www.homeground.org.au/what-we-do/individual-services/housing-mental-health-pathways-program/>

10.6.4 MELBOURNE CITY MISSION

Melbourne City Mission's homelessness services link young people, adults, and families to housing, education, training, employment and social support.

Adult and Family Homelessness Services provide case management and outreach support to single adults and families who are homeless or at risk of becoming homeless in the western region of Melbourne or who wish to reside in the west.



Family Crisis Accommodation Service provides case management and outreach support to families who are at imminent risk of becoming homeless or who are homeless in the local government areas of Brimbank and Melton.

Catchment

Western region LGAs

Contact

Adult and Family Homelessness Services

Phone: 03 9687 4997

Web: <http://www.melbournecitymission.org.au/services/homelessness/adult-family>

Family Crisis Accommodation Service

Phone: 03 9312 0851

Web: <http://www.melbournecitymission.org.au/services/homelessness/adult-family>

Melbourne Youth Support Service

Phone: 03 9614 3688

Web: <http://www.melbournecitymission.org.au/services/homelessness/young-people-25-years/support-services>

Frontyard Youth Services

Phone: 03 9611 2411

Web: <http://www.melbournecitymission.org.au/services/homelessness/young-people-25-years/frontyard-youth-services>

10.6.5 THE SALVATION ARMY

■ The Salvation Army – Adult Services Network

Description

Adult Services is a network of programs and services that provide support and other assistance to homeless and/or disadvantaged adults in Melbourne's central, northern and western metropolitan areas. Services include residential (crisis, transitional, short-term and long-term), community outreach, drug and alcohol, intensive support, community and residential aged care.

Suite of services

Flagstaff Crisis Accommodation

Flagstaff is a statewide crisis service providing accommodation, meals and welfare supports for up to 64 men who are experiencing homelessness and other complex needs including mental and physical health issues and substance use. Access to Flagstaff is via Launch Housing IAP in Collingwood.



Flagstaff AOD

The Flagstaff AOD service is a homelessness-focused Alcohol & Other Drug service. Situated on-site at Flagstaff Crisis Accommodation Centre, the service provides:

- ▶ Harm Reduction/Brief Intervention focus to residents of the hostel;
- ▶ Informational, educational, drop-in and peer group settings;
- ▶ Secondary Needle & Syringe Program, providing safer drug use and sexual health focuses to residents;
- ▶ AOD-specialist secondary consultation to program staff, residents, service-users and significant others, network-wide; and
- ▶ Care & Recovery Coordination to:
 - Assist individuals experiencing a complex array of issues to access, enter, and navigate the drug treatment service system; and
 - Provide enhanced linkage and support points to relevant services.

Homeless Outreach Services

A range of services for people experiencing homelessness. Services can be accessed via Flagstaff or via a homeless access point.

Personal Helpers and Mentors

The program provides support and assistance to approximately 60 people who have significant functional limitation as a result of serious mental illness.

Contact

The Salvation Army - Adult Services Network

Address: 9 Roden Street, West Melbourne 3003
Phone: (03) 9329 5777
Web: <http://www.salvationarmy.org.au/adultservices>

Flagstaff Crisis Accommodation Service

Address: 9 Roden Street, West Melbourne 3003
Phone: (03) 9329 4800
Web: <http://www.salvationarmy.org.au/adultservices>

Flagstaff Alcohol & other Drug service

Address: 9 Roden Street, West Melbourne 3003
Phone: (03) 9329 8547
Web: <http://www.salvationarmy.org.au/adultservices>

ASPHaMs

Address: 1/13 Errol St, North Melbourne



▪ **Salvation Army Homeless and Accommodation Services**

The Salvation Army Social Housing and Support (SASHS) Network is part of The Salvation Army Melbourne Central Division.

Catchment

LGAs of Brimbank, Melton and surrounding areas in the West Division of the Victorian Department of Health and Human Services.

Contact

SASHS

Phone:

(03) 9312 5424

Web:

<http://www.salvationarmy.org.au/en/Find-Us/Victoria/Social-Housing-and-Support-Network/Contact-Us/>

10.6.6 YARRA COMMUNITY HOUSING

Yarra Community Housing provides innovative services for people who have experienced homelessness and create flexible pathways into homes and communities.

Catchment

The YCH-MetroWest Initial Assessment and Planning (IAP) service is one of the Western metropolitan region's main response services to people who are homeless or in housing crisis.

Contact

Western suburbs

Phone:

1800 825 955

Web:

<http://www.ych.org.au/index.php/ych-contacts>

Northern suburbs

Phone:

1800 686 783

Web:

<http://www.ych.org.au/index.php/ych-contacts>

10.6.7 COHEALTH CENTRAL COMMUNITY HEALTH SERVICE

Although not funded as a homelessness service, the cohealth Central City Community Health Service targets people who are experiencing, or at risk of, homelessness. This site has a number of co-located services and other partners all focusing on this cohort including RDNS Homeless Persons Program, HOMHS (see comments elsewhere), Justice Connect, Launch Housing, City of Melbourne, Council to Homeless Persons amongst others.



10.7 GP Primary health services

For the purpose of this review General Practice services relevant to alcohol and other drug services provision were considered to be:

- GP Super Clinics;
- Access to allied psychological services (ATAPS) and Better Access Initiative; and
- GPs (and nurse practitioners) may also offer pharmacotherapy services such as opioid substitution. Pharmacotherapy services are identified in the section detailing specialist alcohol and drug services.

10.8 GP Primary health Services – GP Super Clinics

For the catchment there were three relevant GP Super Clinics servicing the area.¹¹³ These were:

- Ballan GP Super Clinic;
- Wyndham Vale Primary Care Centre; and
- Dianella GP Super Clinic.

10.8.1 BALLAN GP SUPER CLINIC

Description

Ballan District Health and Care offer a GP Super Clinic from their Centre for Community Health. There are no eligibility criteria for access and most consultations are bulk billed. From the same location (Ballan Centre for Community Health) psychology and social work services are also offered, however this is part of BDHCs community programs.

Catchment

This clinic services primarily the Moorabool Shire, however it is open to all visitors.

Contact

Ballan GP SuperClinic

Address: 164 Inglis St, Ballan 3342

Phone: (03) 5366 7999

Web: <http://www.ballanhospital.com.au/index.php?mod=page&title=GP%20Super%20Clinic>

¹¹³ Relevant GP Super Clinics include those listed in the Commonwealth Department of Health GP Super Clinics Programme [<http://www.health.gov.au/internet/main/publishing.nsf/Content/pacd-gpsuperclinics>] as well as Dianella GP Super Clinic.



10.8.2 DIANELLA GP SUPER CLINIC

Description

The Dianella GP Super Clinic primarily serves those living in the Local Government Area of Hume. They provide general practice, specialists and nurses on site and all appointments are bulk billed.

Catchment

The Dianella GP Super Clinic primarily serves those within the Hume LGA.

Contact

Dianella GP Super Clinic

Address: 42 Coleraine St, Broadmeadows 3047

Phone: (03) 8301 8888

Web: <http://www.dianella.org.au/>

10.8.3 WYNDHAM VALE PRIMARY CARE CENTRE

Description

Owned by ISIS Primary Care, the Wyndham Vale Primary Care Centre offers bulk billed, general practice services, community health, allied health, pharmacy, dental as well as other services from its location. The general practice is run by Modern Medical and offers medical, chronic disease management, ECG onsite and pathology. Appointments can be requested through contact details below or via the internet.

Catchment

The Wyndham Vale Primary Care Centre primarily services the Wyndham LGA.

Contact

Wyndham Vale Primary Care Centre

Address: 510 Ballan Road, Wyndham Vale 3014

Phone: (03) 9296 1201

Web: www.wvpcc.com.au



10.9 Drug Treatment Services – Screening, intake and assessment

10.9.1 DIRECT LINE

Description

Provides a 24-hour telephone (and online) counselling, information and referral service for anyone in Victoria wishing to discuss an alcohol or drug-related issue. The service is staffed by expert drug and alcohol counsellors from Turning Point, Victorian Centre for Excellence in Drug and Alcohol treatment, research and education.

AOD Suite of services

DirectLine is the statewide entry point to the Victorian public alcohol and other drug treatment system. It is a useful first point of contact for alcohol and other drug users, and health and human service providers, including general practitioners. DirectLine operates 24 hours a day, seven days a week.

DirectLine identifies whether a person is potentially dependent on alcohol and/or other drugs and requires referral to a catchment-based intake and assessment service, where comprehensive screening and assessment will take place.

DirectLine provides:

- Information, counselling and referral around alcohol and drug issues;
- An immediate and highly accessible alcohol and drug response service, especially to populations in remote areas;
- Access to a 24/7 service;
- Brief interventions within a harm minimisation framework to prevent or reduce problems associated with drug use; and
- An anonymous and confidential service.

Criteria for access

Anyone who believes they have a drug or alcohol problem can contact DirectLine.

Catchment area

Statewide service

Contact

DirectLine

Phone: 1800 888 236

Web: directline.org.au



10.9.2 AUSTRALIAN COMMUNITY SUPPORT ORGANISATION (ACSO)

Description

ACSO has grown from a small organisation providing a halfway house for ex-prisoners to becoming a leading provider of community support services, delivering programs that change the lives of people the criminal justice system along with a range of diversion and early intervention programs and most recently screening and assessment services for Drug and Alcohol services and some mental health services.

AOD Suite of services

Screening, Intake and Assessment

Criteria for access

Anyone referred for catchment based drug and alcohol services.

Catchment area

Provides catchment based intake and assessment for most of rural/regional Victoria including Loddon Mallee (includes Macedon Ranges LGA), Grampians (includes Moorabool LGA) drug and alcohol service catchment areas.

Contact

ACSO

Phone: 1300 022 760

Web: www.acso.org.au

10.9.3 ODYSSEY HOUSE VICTORIA - UNITINGCARE REGEN PARTNERSHIP

Description

Further details of the partnership services are provided in the next section.

AOD Suite of services

Screening, Intake and Assessment, Counselling, Home-based Withdrawal and Care, Recovery Coordination and Catchment Planning.

Criteria for access

Anyone referring or being referred for drug and or alcohol services in the relevant catchment area.



Catchment area

Provides catchment-based intake and assessment and other services for the Inner North Melbourne, North Melbourne, South West Melbourne and North West Melbourne drug and alcohol service catchments. These areas include the LGAs of Moreland, Yarra, Moonee Valley, Melbourne, Wyndham, Maribyrnong, Hobson's Bay, Brimbank, Melton, Hume and Darebin.

Contact

Odyssey House Victoria -Uniting Care ReGen Partnership

Phone: 1800 700 514

Web: www.regen.org.au or www.odyssey.org.au

10.10 Drug Treatment Services – Counselling, care and recovery coordination, non-residential withdrawal, and therapeutic day rehabilitation

Description

Providers in this section provide catchment based services in line with Victoria's drug treatment services for adults.

Services are provided across the catchments by various consortia as detailed below with different elements provided by local services within the consortia.

All access to these services is via the catchment based intake system. The catchments include:

- North Melbourne catchment – City of Darebin most relevant but includes cities of Whittlesea, Banyule and Nillumbik;
- Inner North catchment - Cities of Moreland, Moonee Valley, Melbourne and Yarra;
- North West catchment – Shire of Melton and Cities of Brimbank, Hume and Maribyrnong; and
- South West catchment – Cities of Hobson's Bay and Wyndham.

The Odyssey House Victoria - Uniting Care ReGen partnership includes:

- Odyssey House Victoria (Lead in SW and NW);
- UnitingCare ReGen (lead in IN and N);
- Anglicare, Banyule Community Health;
- CPS, Darebin Community Health;
- Lentara Uniting Care;
- MacKillop Family Services;



- Plenty Valley Community Health;
- SHARC;
- Sunbury Community Health;
- Stepping Up;

Wingate Avenue Community Health; The Salvation Army partnership comprises:

- The Salvation Army (Vic) Property Trust (Lead); and
- VincentCare Victoria.

Western Integrated Drug and Alcohol Network consortium comprises:

- Western Health (Lead);
- Djerriwarrh Health Service;
- ISIS Primary Care; and
- Cohealth.

Services to the Loddon Mallee catchment which incorporates Shire of Macedon Ranges are provided by the Bendigo Community Health Services Consortium which comprises:

- Bendigo Community Health Services (Lead);
- Castlemaine District CHS, Cobaw CHS;
- Echuca Regional Health Service;
- Maryborough District Health Service;
- Northern Districts CHS;
- Sunraysia Community Health; and
- Swan Hill District Health Service.

The Salvation Army consortium comprises:

- The Salvation Army (Vic) Property Trust (Lead);
- Mind Australia; and
- Goulburn Valley Health.

Services to the Grampians catchment which incorporates Shire of Moorabool are provided by the Grampians Alcohol and Drug Consortium and the Grampians Uniting Care Consortium.

The Grampians Alcohol and Drug Consortium comprises:

- Ballarat Community Health (Lead);
- Grampians Community Health;



- Hepburn Health Service;
- Djerriwarrah Health Services; and
- YSAS.

The Grampians Uniting Care Consortium comprises:

- Uniting Care Ballarat Parish Mission (Lead);
- Wimmera Uniting Care; and
- Uniting Care Regen.

The following section describes the key providers and services offered by each consortium. In addition, services identified that are outside of the catchment based AOD treatment system are included where relevant as most can also be accessed via the catchment based intake and assessment service.

10.10.1 ODYSSEY HOUSE VICTORIA

Description

Odyssey House Victoria is a Statewide alcohol and other drug treatment, training and support organization and is the lead agency in the UnitingCare ReGen – Odyssey House Victoria partnership in the South West Melbourne and North West Melbourne and part of the partnership Inner North and North Melbourne catchments.

AOD Suite of services

Odyssey House Victoria provides a full range of catchment-based services including intake and assessment, drug and alcohol counselling, care and recovery coordination, non-residential withdrawal and planning youth services, and 112 bed residential rehabilitation.

Odyssey House Victoria also provides the following services in the North and West Metro catchments:

- Aboriginal Ice pilot program;
- Therapeutic Day Rehabilitation;
- Youth & Family support;
- Forensic programs;
- Community and Mainstream School AOD counsellors; and
- Commonwealth Government funded Specialist AOD Child, and parenting & family support home visiting programs (Kids in Focus).

Criteria for access

Services are accessed through the catchment intake and assessment service.



Catchment area

The catchment comprises the LGAs of Moreland, Yarra, Moonee Valley, Melbourne, Wyndham, Maribyrnong, Hobson's Bay, Brimbank, Melton, Hume and Darebin.

Contact

Odyssey House Victoria

Address: 660 Bridge Rd, Richmond 3121

Phone: (03) 9420 7600

Web: odyssey.org.au

Odyssey House Victoria Catchment hub

Address: 77 Droop Street, Footscray 3011

Odyssey House Victoria Catchment hub

Address: 2 Market Rd, Werribee 3030

Odyssey House Victoria, co-located at Lentara UnitingCare

Address: 413-414 Camp Rd, Broadmeadows 3047

Odyssey House Victoria, co-located at SteppingUp/Matchworks

Address: 40 Synnot St, Werribee 3030

Odyssey House Victoria, co-located at SteppingUp/Matchworks

Address: Shop R034, Woodgrove Shopping Centre, 533 - 555 High Street, Melton 3337

Odyssey House Victoria, co-located at MacKillop Family Services

Address: 118 Commercial Rd, Footscray 3011

Odyssey House Victoria, co-located at ReGen

Address: - 26 Jessie Street, Coburg 3058; and
CPS - 273 Settlement Rd, Thomastown 3074

10.10.2 UNITINGCARE REGEN

Description

UnitingCare ReGen has provided a full range of statewide and northern metropolitan clinical and education and training services for over 40 years. Under the reformed AOD service system, Uniting Care ReGen is the lead agency in the UnitingCare ReGen-Odyssey House Victoria partnership for the North and Inner North Drug Treatment service delivery and planning catchments and part of partnership for North West and South West.

AOD Suite of services

Provides full range of reformed AOD services including Intake and Assessment, Counselling, Non Residential Withdrawal, Care and Recovery Coordination and Catchment Planning, across the North and West Metropolitan catchments. This includes North, Inner North, North West and South West, in partnership with Odyssey House Victoria and other providers.



ReGen also offers a range of statewide and non-reformed AOD services including:

- A 12 bed residential withdrawal statewide service located in Ivanhoe provides residential support to assist adults to withdraw from a range of drug types. The service provides a high level of support and a range of therapeutic and activity based programs. The average length of stay is 7 days and there is an emphasis on post withdrawal support and treatment planning. A four bed Mothers and Babies Unit is currently under construction;
- Youth Services includes residential and non-residential withdrawal, counselling – including via partnerships with HeadSpace;
- Other Counselling & Support Services including:
 - ▶ Supported accommodation Program;
 - ▶ Intensive Playgroup;
 - ▶ Aboriginal Services Worker service – this service is provided in collaboration with organisations such as the Victorian Aboriginal Health Service and NEAMI and include the Aboriginal 'Ice' Pilot and the Widamba Willam homelessness program;
 - ▶ Supported accommodation (housing nomination rights in collaboration with organisations such as Haven Home Safe and Vincentcare);
 - ▶ Supported playgroups in collaboration with organisations such as Anglicare and the Children's Protection Society);
 - ▶ Six week non-residential therapeutic programs (Catalyst and Torque); and
- Forensic Services.

Criteria for access

Services accessed through the catchment intake and assessment service.

Catchment area

Regen provides a wide-range of statewide services and in addition, AOD reform services in partnership with Odyssey House Victoria and other service partners across the four North and West Health region catchments including services in the LGAs of Moreland, Yarra, Moonee Valley, Melbourne, Wyndham, Maribyrnong, Hobson's Bay, Brimbank, Melton, Hume and Darebin.

Contact

UnitingCare ReGen Coburg Address: 26 Jessie Street, Coburg 3058

Partnership Contact: 1800 700 514

Phone: 03 9386 2876

Web: www.regen.org.au

ReGen co-located at CPSPartnership Contact: 1800 700 514

Address: 273 Settlement Rd, Thomastown 3074



10.10.3 WESTERN HEALTH

Description

Western Health is the lead agency in the Western Integrated Drug and Alcohol Network (WIDAN) Consortium for the North West and South West Drug Treatment service delivery and planning catchments.

AOD Suite of services

Western Health provides the full range of catchment-based services apart from intake and assessment, including drug and alcohol counselling, care and recovery coordination, non-residential withdrawal across all the NW Catchment.

Western Health Drug Health Service and Addiction Medicine Services provide a diverse range of services for individuals and their families affected by drug and alcohol related problems many of which are not part of the catchment based services.

Drug Health Services is a community-based program of Western Health which offers innovative and client centred recovery programs that include specialist programs for Adults such as specialist pharmacotherapy, Women and Children's Services, Youth and Family and Residential Withdrawal Services. The service includes a robust nurse practitioner model that provides holistic treatment and opioid replacement therapy.

In addition to non-residential withdrawal, the Community Residential Withdrawal Unit is available where additional medical support can be provided or where people have been through the courts, and ordered to receive treatment for their drug or alcohol problem. It comprises a 12 bed adult residential withdrawal services and a four bed adolescent residential withdrawal unit.

The Specialist Pharmacotherapy Program may be required when there are associated complex medical, psychiatric or psychological problems. This program offers extra support through counselling and other social supports that may not be accessible in the general practice environment. To take part in the Specialist Pharmacotherapy Program patients must be referred by their current GP or pharmacotherapy prescriber.

Drug Health Services also has a Psychologist who is able to Medicare Bulk Bill Counselling services. A mental health care plan from a GP is needed to access this service.

The Women's Rehabilitation Program provides a safe and comfortable therapeutic environment to assist women to explore, understand and make changes to a lifestyle of problematic or harmful substance use. The program is a six week residential or day program with participants having contact with the staff over six days per week for relapse prevention and life skills. The program has the capacity to provide care for small children under school age while their mother attends the sessions.



Criteria for access

Services may be accessed through the catchment intake and assessment service and through psychologist and GP referrals and mental health care plans. The Specialist Pharmacotherapy Program can be accessed through GPs or opioid replacement therapy providers. Youth referrals can be made through central intake and directly to the service.

Catchment area

LGAs of Hobsons Bay, Wyndham, Melton, Brimbank, Hume and Maribyrnong.

Contact

Western Health – Western Integrated Drug and Alcohol Network (WIDAN) Consortium

Address 1: 3 - 7 Eleanor Street, Footscray 3011

Phone: 8345 6682 (Drug Health Services)

Web: www.westernhealth.org.au

Women's Rehabilitation Program

Address 2: 49 Nicholson Street, Footscray 3011

Phone: 9689 5533

10.10.4 COBAW COMMUNITY HEALTH

Description

Cobaw community health is part of the Bendigo Community Health Services Consortium for Alcohol and Drug treatment service delivery and planning for the Loddon Mallee region.

AOD Suite of services

Cobaw provides catchment based drug and alcohol counselling, care and recovery coordination and planning and non-residential withdrawal as part of the drug treatment service delivery for Loddon Mallee region and is part of the consortium involved in catchment planning.

Criteria for access

Services accessed through the catchment intake and assessment service.

Catchment area

LGA of Macedon Ranges

Contact

Cobaw CHS

Address: High Street, Kyneton 3444

Phone: (03) 5421 1666

Web: <http://www.cobaw.org.au>



10.10.5 SALVATION ARMY

Description

One of the largest non-government providers of welfare services, the Salvation Army provides a range of treatment and support services to those in the community affected by alcohol and other drugs.

AOD Suite of services

Substance Treatment & Recovery (STAR) program - operating in consortium with VincentCare Victoria.

Provides counselling and care and recovery co-ordination as part of the group of AOD services in the Inner North Melbourne Drug treatment catchment and North West Drug treatment catchment.

Criteria for access

Access is via the catchment based assessment and intake service.

Catchment area

Part of Inner North AOD service area which includes Melbourne, Moreland, Moonee Valley and Yarra and North West catchment which includes Hume, Melton, Maribyrnong and Brimbank.

Contact

STAR
Address 1: 195 Flemington Rd, North Melbourne 3051
Address 2: 175 Glenroy Rd Glenroy 3046
Address 3: 41 Exford Road Melton South 3338
Phone: (03) 9304 0110
Web: www.salvationarmy.org.au/adultservices

10.10.6 DJERRIWARRH HEALTH SERVICES

Description

Djerriwarrh Health Services (DjHS) is spread across three main locations, Bacchus Marsh, Melton and Caroline Springs. It provides primary health care through to acute medical and acute surgical services. It is part of the Western Integrated Drug and Alcohol Consortium and the Grampians Alcohol and Drug Consortium.



AOD Suite of services

Djerriwarrh Health Services provide alcohol and other drug counselling services in Melton and Bacchus Marsh as well as Care and Recovery Coordination in Bacchus Marsh. DjHS is a partner in the catchment based service of two AOD Treatment Consortia, Western Integrated Drug and Alcohol Network (WIDAN) in North West Metro and The Grampians AOD Consortium. The Melton Service is provided from two sites, Caroline Springs and Melton.

Bacchus Marsh Melton and Regional Hospital has a detoxification bed available for recovery treatment.

Criteria for access

People with drug and alcohol problems from the surrounding areas. All AOD services are free of charge and can be accessed through central intake.

Catchment area

Primarily Moorabool and Melton LGAs.

Contact

Djerriwarrh Health Services - Melton

Address: Corner Yuille and High Streets, Melton 3337

Phone: (03) 8746 1100;

Web: <http://www.djhs.org.au/>

Djerriwarrh Health Services - Bacchus Marsh and Melton Regional Hospital

Address: 35 Grant Street, Bacchus Marsh 3340

Phone: (03) 5367 2000

Djerriwarrh Health Services - Bacchus Marsh Community Health Centre

Address: 35 Grant Street, Bacchus Marsh 3340

Phone: (03) 5367 9674

Djerriwarrh Health Services – Caroline Springs Community Health Centre

Address: Level 1, 13-15 Lake Street, Caroline Springs 3023

Phone: (03) 9361 9300

10.10.7 ISIS PRIMARY CARE

Description

ISIS Primary Care is the result of an amalgamation of Brimbank, Westgate and Wyndham community health services and is one of the largest providers of community health service in the Western Metropolitan Region. It delivers a range of health and support services across a number of sites. It is part of the Western Integrated Drug and Alcohol Network consortium.



AOD Suite of services

ISIS Alcohol and Other Drug Service provides Counselling services and Care and Recovery Coordination as part of the WIDAN drug and alcohol consortium.

ISIS AOD Service has Advanced Dual Diagnosis Practitioners who provide counselling for people who have mental health and substance issues, and their family members or affected others. For people wanting to refer to this free service, they can contact ISIS Primary Care at any location and request to speak to the general intake worker for a referral.

Criteria for access

Most programs accessed via the catchment assessment and intake for adults over 16 with drug or alcohol problems.

Those eligible to use ISIS Primary Care services must live, work or study in the municipalities of Wyndham, Brimbank and Hobson's Bay. More program specific criteria can be obtained through their website.

Catchment area

The western metropolitan region of Melbourne, with offices located in St Albans, Deer Park, Sunshine, Watergardens, Wyndham Vale, Altona Meadows and Hoppers Crossing.

Contact

ISIS Primary Care – Sunshine

Address: 122 Harvester Rd

Phone: (03) 9313 5000

Web: <http://www.isispc.com.au/>

ISIS Primary Care – St Albans

Address: 1 Andrea Street, St Albans 3021

Phone: (03) 9296 1200

Web: <http://www.isispc.com.au/>

ISIS Primary Care – Altona Meadows

Address: 330 Queen Street, Altona Meadows

Phone: (03) 9296 1200

Web: <http://www.isispc.com.au/>

ISIS Primary Care – Deer Park

Address: 106 Station Rd, Deer Park

Phone: (03) 9219 7142

Web: <http://www.isispc.com.au/>

ISIS Primary Care – Watergardens

Address: 1/339 Melton Hwy, Watergardens

Phone: (03) 9449 6900

Web: <http://www.isispc.com.au/>



ISIS Primary Care – Hoppers Crossing
Address: 117-129 Warringa Crescent
Phone: (03) 8734 1400
Web: <http://www.isispc.com.au/>

ISIS Primary Care – Wyndham Vale
Address: 510 Ballan Rd, Wyndham Vale
Phone: (03) 9216 7777
Web: <http://www.isispc.com.au/>

Additional services locations include: Taylors Lakes, Wyndham Vale, Deer Park, Hoppers Crossing, Sunshine and Altona Meadows.

10.10.8 COHEALTH

Description

One of the largest and newest community health care organisations, cohealth services a wide range of locations across Melbourne's northern, western and inner suburbs. It provides services across mental health, oral health, family violence, AOD, aged care, medical and integrated services. cohealth provides AOD treatment services in the Inner North catchment and is part of the Western Integrated Drug and Alcohol Network consortium (WIDAN) in the North West and South West catchments.

AOD Suite of services

Alcohol & other Drug services identified here are accessed through regional Intake and Assessment service and include:

- Drug & Alcohol Counselling – including Dual Diagnosis (Mental Health & Drugs) clinicians who can assist people in crisis and support them to address issues and achieve their goals;
- Care & Recovery Co-ordination;
- Non-Residential Withdrawal; and
- Family Drug Support for families of those experiencing AOD related issues.

AOD catchment based planning is provided by North & West Metro AOD Service (Odyssey ReGen partnership) in collaboration with cohealth as the mental health community health support services catchment based planning provider.

Criteria for access

Access to drug and alcohol programs is via the regional intake and assessment service.



Catchment area

cohealth services 14 LGAs in total. Those relevant to this catchment include: Yarra, Melbourne, Maribyrnong, and Moonee Valley and as part of the WIDAN AOD consortium Melton, Wyndham, Brimbank, Hobson's Bay and Maribyrnong.

Contact

cohealth - Collingwood, Fitzroy & Melbourne

Address: 365 Hoddle Street, Collingwood 3066
Phone: (03) 9411 4333
Web: <http://cohealth.org.au/> and <http://www.nych.org.au/>

cohealth - Footscray, Braybrook, Werribee & Melton

Address: 72 Paisley Street, Footscray 3011
Phone: (03) 9389 4100
Web: <http://cohealth.org.au/>

cohealth - Flemington, Moonee Ponds and Niddrie

Address: 7 Chester Street, Moonee Pond 3039
Phone: (03) 9377 7100
Web: <http://cohealth.org.au/>

10.10.9 CARANICHE

Description

Caraniche was established by a group of psychologists in 1993 to provide drug and alcohol treatment services to forensic clients. Caraniche is funded by DHHS to provide AOD counselling and also provides Medicare funded counselling services.

AOD Suite of services

The Caraniche Community Alcohol and Other Drug Services is a free service funded by the Department of Health to meet the growing need for specialised alcohol and other drug treatment services in Melbourne's outer northern metropolitan areas. This service is based at Epping and is staffed by a multidisciplinary team of psychologists, social workers and AOD counsellors.

Criteria for access

Criteria for access include:

- Adults with alcohol and other drug issues;
- People with mental health and AOD issues;
- People concerned about a family member;
- Children of a substance using parent / guardian;



- Parents concerned about their children's alcohol or drug use; and
- Employers concerned about an employee's alcohol or drug use.

Catchment area

The catchment includes the LGAs of Hume and Whittlesea.

Contact

<u>Caraniche</u>	
Address:	25 Miller St, Epping 3076
Phone:	(03) 9401 0600
Web:	http://www.caraniche.com.au/

10.10.10 UNITINGCARE BALLARAT

Description

UnitingCare Ballarat is the lead agency for the Grampians UnitingCare Consortium in the delivery of Non Residential Adult Alcohol and Drug Treatment Services.

AOD Suite of services

- Intensive Case Management – individuals 16-55 years who have illicit substance abuse combined with concerns around mental health, acquired brain injury and/or developmental delay;
- Non-residential Withdrawal Nurse – offering clinical withdrawal assessment and outreach treatment in association with an alcohol and drug service or hospital;
- Care and Recovery Coordination – provides supportive case coordination for individuals who have complex alcohol and other drug issues;
- AOD Counselling – both individual and group, including support to family members of people experiencing substance issues; and
- Forensic Services.

Criteria for access

Access is via the catchment based assessment and intake service.

Catchment area

UnitingCare Ballarat serves Hepburn, Golden Plains, Ballarat and Moorabool LGAs. As the lead agency for the Grampians UnitingCare Consortium, the Grampians catchment area is served through partnership with Wimmera UnitingCare and UnitingCare ReGen.



Contact

Uniting Care Ballarat

Phone: (03) 5332 1286

Web: <http://www.unitingcareballarat.com.au/>

10.11 Drug treatment services - Services for Aboriginal people

In addition to specific services for Aboriginal people identified in this section they can also access any of the other AOD services in Victoria. Many services employ Koori or Aboriginal workers or have specific Aboriginal health programs or clinics which may offer some counselling and support such as Western Health at Sunshine Hospital, and cohealth at Braybrook.

10.11.1 NGWALA WILLUMBONG CO-OPERATIVE LTD

Description

Ngwala Willumbong (Ngwala) is an Aboriginal Community Controlled Health Organisation (ACCHO) that provides alcohol and drug residential rehabilitation and community based assertive outreach support services to the Aboriginal and Torres Strait Islander communities of Victoria and metropolitan Melbourne. Client needs are addressed through a holistic approach which recognizes the spiritual, emotional and physical needs of individuals, families and communities.

AOD Suite of services

Services available through Ngwala include:

North Western Region Services:

- Koori Alcohol & Other Drug Worker Program (KADW) – Provides assessment, case management and referral and linkages to specialist AOD treatment supports to individuals and their families who are experiencing the effects of substance misuse. The male and female workers in this program cover the 13 LGA's of the North Western Region.
- The primary focus of the Koori Access Program (KAP) is to improve the access and treatment completion rates of Aboriginal adults and young people to the Melbourne metropolitan based network of Adult and Youth Community Residential Withdrawal (CRW) centres. The program employs a male and female worker to support and assist clients that have been referred to the program from metropolitan and rural based Koori AOD Workers;
- The Clinical Services Unit (CSU) is responsible for the clinical assessment and admission processes for all referrals to the Ngwala network of Residential Rehabilitation Centres. The CSU screens all referrals and utilises the AOD sector Comprehensive Assessment Tool and other documents to ensure a thorough assessment process.



Residential Rehabilitation Services: (includes NWR)

Ngwala's Residential Rehabilitation Centres provides culturally sensitive AOD treatment and relapse prevention strategies to assist adult clients reach sustainable recovery. The residential program operates for a 16 week period and can accept client referrals from across Victoria.

- Galiamble Men's Centre (St Kilda)
- Winja Ulupna Women's Centre (St Kilda)
- Yitjawudik Men's Centre (Shepparton)

Criteria for access

Aboriginal and Torres Strait Islander people, individuals and their families who are experiencing the effects of substance misuse.

Catchment area

All Ngwala services listed above are accessible to people in the North Western Region.

Contact

Ngwala Willumbong

Address: 93 Wellington Street, St Kilda 3182
Phone: (03) 95103233
Email: reception@ngwala.org.au
Web: www.ngwala.org.au

10.11.2 BUNJILWARARRA KOORI YOUTH ALCOHOL AND DRUG HEALING SERVICE

Description

The Victorian Aboriginal Health Service (VAHS) and Youth Support and Advocacy Service (YSAS) jointly provide the Bunjilwarra Koori Youth Alcohol and Drug Healing Service in close partnership with the Victorian Government, VACCHO and ACCHOs.

AOD Suite of services

Bunjilwarra is a 12 bed residential rehabilitation and healing service for Aboriginal young people (male and female) aged between 16 and 25 years. It is a purpose-built, statewide service situated in Hastings, Victoria.

Criteria for access

To be eligible for acceptance to Bunjilwarra, a young person must:

- Identify as being of Aboriginal and/or Torres Strait Islander descent;



- Be between 16 and 25 years of age;
- Require treatment to manage their alcohol and/or drug problem; and
- Be prepared to enter the program voluntarily.

Catchment area

Statewide service

Contact

Bunjilwarra

Phone: (03) 5979 2011

Web: www.bunjilwarra.org.au

10.11.3 VICTORIAN ABORIGINAL HEALTH SERVICE (VAHS)

Description

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian Aboriginal communities. The organisation has expanded steadily over past 40 years to provide a comprehensive range of medical, dental and social services for our community. As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

AOD Suite of services

Provides a range of health services which incorporate social, emotional and cultural well-being including alcohol and drug use. These include:

- The **VAHS Family Counselling Service** provides culturally safe social emotional wellbeing and mental health counselling, cultural healing and recovery programs, care coordination and outreach support. The Family Counselling Service is located at the VAHS Preston site and provides services across four main program areas – Adult Social Emotional Wellbeing, Koori Kids, Financial Wellbeing and the Ice Pilot Program;
- **Adult Social Emotional Wellbeing** - The Adult Social Emotional Wellbeing team is a multi-disciplinary team which provides support to Aboriginal people with mental health and social emotional wellbeing needs. Services provided include:
 - ▶ Access to counsellors, psychologists and psychiatrists;
 - ▶ Drug and Alcohol Counselling;
 - ▶ Detox support and access to treatment;
 - ▶ Outreach Support including the Wadamba Wilam program;
 - ▶ Care coordination through the Partners in Recovery program;



- ▶ Specialist counselling services including sexual assault counsellor (CASA); and
- ▶ Access to a GP, psychiatrists, mental health nurse, sexual health and BBV nurse.
- **Aboriginal Metropolitan Ice Partnership** – Pilot. A new initiative in Metropolitan Melbourne that aims to increase access to services and support in addressing the prevalent Ice related issues impacting on Aboriginal and Torres Strait Islander people, families and the community. The Aboriginal Metropolitan Ice Partnership initiative is an 18 month pilot project that reflects a new partnership approach between VAHS, Odyssey House Victoria and Uniting Care ReGen in the North West Metropolitan Melbourne, Victorian Aboriginal Child Care Agency, Ringwood and Eastern Health, Ringwood for Eastern Melbourne and Ngwala Willumbong and Monash Health for Southern Melbourne. VAHS is working with all agencies to provide a coordinated approach towards care and recovery for users and families.

This initiative will focus on assertive outreach, alcohol and drug support and clinical interventions as well as better access to alcohol and drug services for Aboriginal people and families with ice and other alcohol and drug issues.

Criteria for access

Aboriginal people with drug or alcohol problems

Catchment area

Not specified but generally service the Inner, Northern and Western metropolitan areas.

Contact

Victorian Aboriginal Health Service – Fitzroy

Address: 186 Nicholson Street, Fitzroy 3065

Phone: 03 9419 3000

Web: www.vahs.org.au

Victorian Aboriginal Health Service – Preston

Address: 238-250 Plenty Rd, Preston 3072

Phone: 03 9403 3300

Victorian Aboriginal Health Service – Minajalku

Address: 8 Rossmoyne St, Thornbury 3071

Phone: 03 8459 3800

10.12 Drug treatment services – Services for Young People

This section focuses on services which either have an explicit and primary young persons' focus or provide a significant youth service such as Residential Withdrawal. Many other Drug and Alcohol services provide services to young people and this is included in their service descriptions rather than here as a more specialist service.



10.12.1 YOUTH SUPPORT AND ADVOCACY SERVICE (YSAS)

Description

Youth Support and Advocacy Service (YSAS) is a leading youth health not-for-profit agency that enables highly vulnerable and high-risk young people with substance dependence and misuse issues, mental illness and social disconnection to take control of their health and wellbeing. YSAS provides a range of alcohol and drug services for young people including day programs, counselling, community support, and residential withdrawal from 19 sites throughout Victoria. YSAS provides practical support and evidence based clinical services for young people experiencing serious problems, and also intervene as early as possible with those at risk to prevent problems from escalating and becoming entrenched.

AOD Suite of services

The YSAS Abbotsford team provides services to young people living in the City of Melbourne and the whole of the North / west region of Melbourne: Services provided include:

- Youth Outreach;
- YSAS Abbotsford Day Program;
- YSAS Youth Support Service;
- Home based withdrawal; and
- Primary Health Service.

The Sunshine YSAS team provides the following services:

- Youth Outreach;
- Youth Forensic Outreach; and
- Emerging Communities Project

The YSAS Collingwood team provides a Youth Support Service (YSS) and works in partnership with a variety of agencies to provide a venue for headspace which offers a general health and mental health service system spanning a network of GPs, mental health, drug and alcohol and vocational support services under the one roof.

YSAS outreach teams work with young people aged 12-21 who are experiencing significant problems with their alcohol and/or drug use and can provide:

- Drug and alcohol assessment;
- Information & education on alcohol and other drugs;
- Health promotion and harm reduction strategies;
- Provision of treatment, support and welfare services;
- Home-based withdrawal;



- Access to residential services; and
- Therapeutic case management, referrals and follow up to drug and alcohol and other support services.

The Youth Support Service (YSS) is a new service designed to intervene early and divert young people away from the youth justice system by addressing the underlying causes of offending and risk taking behaviour. The target group for the YSS is young people aged from 10 to 17 years who are at risk of becoming involved in, or are in the early stages of involvement with youth justice.

The Abbotsford Day Program is a safe space for young people aged 12-21 located in Abbotsford. Services include a primary health clinic, access and referral to other support services, therapeutic and skill building programs, supervised recovery spaces and basic assistance including food packs, showers and washing machines.

Fitzroy residential withdrawal service provides young people with intensive support to undergo respite or withdrawal from alcohol and/or other drug use. It is an 8 bed facility with stays of up to 14 days.

Birribi statewide residential rehabilitation program provides a structured, experiential environment based on therapeutic community principles for vulnerable young people managing their alcohol and/or other drug issues. The fifteen-bed facility provides a safe, supportive environment for young people aged 16-20 while they participate in the voluntary program that runs for up to six months. The overall focus is on community living and shared responsibility.

Criteria for access

Young people with drug or alcohol problems generally aged 12 – 21 though some residential services target different age range. YSS works with younger people aged 10 – 17.

Catchment area

The catchment area services:

- The north west metropolitan area including the city of Melbourne through YSAS Abbotsford; and
- Sunshine YSAS team services the LGAs of Brimbank, Maribyrnong, Melton, Wyndham and Hobsons Bay.

Contact

YSAS Abbotsford

Address: 187-195 Langridge Street, Abbotsford 3175

Phone: (03) 9415 1698 or 1800 006 855

Web: www.ysas.org.au



<u>YSAS Collingwood</u>	
Address:	Level 1, 131 Johnston St, Fitzroy 3065
Phone:	03 9415 7405
<u>YSAS Sunshine</u>	
Address:	Visy Cares Hub 80B Harvester Road, Sunshine 3020
Phone:	03 9091 8200

10.12.2 YOUTH HEALTH AND REHABILITATION SERVICE

Description

Youth Health and Rehabilitation Service (YHaRS) in partnership with the Department of Human Services.

YHaRS is operated by a consortium of YSAS, St Vincent's Hospital Melbourne and Caraniche and provides:

- Health services for Parkville Youth Justice Precinct, Malmsbury Youth Justice Precinct and Secure Welfare; and
- Rehabilitation programs for Parkville Youth Justice Precinct, Malmsbury Youth Justice Precinct and community youth justice teams across Victoria.

AOD Suite of services

The health services provided include:

- Risk screening for immediate needs and planning;
- Alcohol and Other Drug (AOD) assessment and interventions;
- Mental health, including psychiatric support and consultation;
- Health assessments;
- Health care planning;
- Medication management;
- Allied health and diagnostic services;
- Identification and treatment of communicable diseases;
- Dental services;
- Immunisation services; and
- Health promotion and illness prevention.

The rehabilitation programs include:

- Male Adolescent Program for Positive Sexuality (MAPPS);
- Adolescent Violence Intervention Program (AVIP);



- Intensive Therapeutic Service (ITS); and
- Forensic mental health assessments and treatment.

Criteria for access

Youth Justice Services.

Catchment area

Not specified

Contact

Youth Health and Rehabilitation Service

Address: Level 1/ 131 Johnston St Fitzroy 3065

Phone: 03 9415 8881 or 1800 458 685

Web: <http://www.ysas.org.au/>

10.12.3 YOUTH DRUGS AND ALCOHOL ADVICE (YODAA)

Description

YoDAA is Victoria's Youth Drug and Alcohol Advice service. YoDAA provides the simplest way to access information and support about youth AOD needs. YoDAA is auspiced and funded by the Youth Support and Advocacy Service (YSAS),

AOD Suite of services

Provides advice (web and telephone based) regarding working with young people in AOD services, information regarding service availability, and information regarding drugs and drug use. It provides phone and web based chat advice and support to young people, carers and families and schools.

Criteria for access

Web and telephone based information service accessible to anyone but targeting workers, young people, parents and carers and schools.

Catchment area

Statewide



Contact

YoDAA

Phone: (03) 9415 8881 or 1800 458 685

Web: www.yodaa.org.au

10.12.4 CONNEXIONS – JESUIT SOCIAL SERVICES

Description

Connexions was established in January 1995 as a response to young people experiencing co-existing mental health and drug and alcohol issues.

AOD Suite of services

Connexions is a counselling program for young people with a dual diagnosis of mental illness and substance misuse. Connexions aims to improve the lives of young people experiencing mental health and drug and alcohol concerns. The program seeks to engage young people in relationships of trust and understanding, providing a professional service of counselling. Specifically, Connexions provides counselling, suicide prevention, drug and alcohol support for young people and clinical consultancy to other workers in the field.

The focus of the counselling services at Connexions is on longer term, intensive engagement with young people utilising a broad range of therapies within an integrated approach. In addition, the counselling team at Connexions provides secondary consultation, training and support to other workers engaged with this group of young people.

Criteria for access

Young people aged 16 – 28 years old experiencing co-existing mental health issues and alcohol and substance misuse. Diagnosis can be formal or self-reported.

Catchment area

Connexions is based in Collingwood and services the Melbourne metro-region. Counselling consultancy can be statewide across Victoria.

Contact

Connexions

Address: 1 Langridge Street, Collingwood 3066

Phone: 03 9415 8700

Web: www.jss.org.au



10.12.5 UNITING CARE REGEN

Description

UnitingCare ReGen is the leading AOD treatment and education agency of UnitingCare Victoria and Tasmania. ReGen is a not-for-profit agency, which has over 40 years' experience delivering a comprehensive range of AOD services to the community.

AOD Suite of services

The range of services provided through UnitingCare ReGen includes:

- Youth Counselling - ReGen has Counsellors who have specialist skills in working with young people (16+ yrs) and with families, this includes youth AOD counselling at Glenroy and Craigieburn headspace;
- HYP-D Services - Hume Youth & Parent Drug Services is based in Hume and provides one-to-one counselling sessions to young people, one off sessions to answer questions a young person has or to explore their use to see if they might like to engage in treatment, family/carer support and delivery of alcohol and other drugs information sessions within schools or other settings;
- Williams House - Youth Residential Withdrawal Services. Williams House is a community residential drug and alcohol withdrawal unit providing a seven to fourteen day program for young people aged between 12 and 21 years of age wishing to withdraw from alcohol or other drugs; and
- ReGen's Non Residential Withdrawal Services. Non-residential withdrawal offers assistance to young people wanting to withdraw from substances at home by providing nursing staff visits for monitoring, support, counselling and future assistance planning or if preferred, when the client visits the Jessie St, Coburg centre.

Criteria for access

Young people aged 12 – 21 (age range varies by program) with Alcohol or Drug problems.

Catchment area

Statewide unless specifically local such as Hume service.

Contact

UnitingCare ReGen
Address: 26 Jessie Street, Coburg 3058
Phone: 03 9386 2876
Web: www.regen.org.au



10.12.6 YOUTH PROJECTS LIMITED

Description

Youth Projects Limited is an independent, not-for-profit agency that provides health, outreach, employment, education and training services to individuals experiencing disadvantage, unemployment, homelessness, alcohol and other drug issues. Youth Projects promotes inclusion, builds resilience and creates opportunities.

AOD Suite of services

Services available through Youth Projects Limited include:

- The Living Room - the Living Room is a Primary Health Service that provides free healthcare and support to improve the physical, mental and social wellbeing of individuals who are homeless or at risk of homelessness, disadvantaged or marginalised, with complex healthcare needs. In Melbourne's CBD, the Living Room is staffed by a team of community development workers, doctors, nurses and allied health professionals including a podiatrist, psychologist, mental health nurse and nutritionist.
- Outreach Needle and Syringe Program - through the Living Room Primary Health Service and Foot Patrol Outreach Needle and Syringe Program, Youth Projects provides an assertive outreach service to respond to the after-hours health care needs of Melbourne's homeless community;
- Foot Patrol – NSP - Foot Patrol is a confidential mobile, street based, needle syringe program operating in Melbourne's CBD 365 days a year. The unique, foot based nature of Foot Patrol enables injecting drug users and individuals who may otherwise not access assistance, to access clean injecting equipment and condoms in their own, familiar environment;
- NSP - Mobile Syringe Exchange encompasses two needle syringe programs (NSPs) operated by Youth Projects in Melbourne's north west including the North West Outreach Service and the Glenroy fixed site exchange. Specifically the:
 - ▶ North West Outreach Service operates from a car and is a night time program that provides access to clean injecting equipment, education and referrals to individuals in the north west 365 days a year.
 - ▶ Fixed Exchange Youth Projects provides clean injecting equipment from a fixed site at 6 Hartington Street, Glenroy;
- Youth Outreach counselling - Youth Northern Outreach Team (YNOT) provides personalised and confidential outreach drug and alcohol counselling, support, education and referrals for young people services in the Cities of Yarra, Banyule, Darebin, Moreland, Hume, Whittlesea and Nillumbik;
- A forensic outreach service is also available for adults with legal issues providing a supported path for individuals transitioning from youth to adult services and is the only outreach based service available for adults in Melbourne's north;



- Youth Projects as a partner in the Stepping Up consortium which delivers therapeutic and community based services to people with complex needs at the intersection of addiction, disability, mental health, unemployment and justice sectors; and
- Stepping up, Stepping out - provides a seamless and coordinated program of service delivery for men exiting the Judy Lazarus Transition Centre and supporting them to be re-integrated back into the community. It addresses issues of addiction, homelessness, unemployment, family re-unification.

Criteria for access

Young people aged between 12 and 25 years with specific criteria for each program such as homelessness or at risk and dealing with alcohol and or other drug abuse or dependence problems.

Catchment area

Broadly services north, west and central Melbourne. Outreach primarily Moreland, Moonee Valley, Hume and Maribyrnong and YNOT in Yarra, Banyule, Darebin, Moreland, Hume, Whittlesea and Nillumbik.

Contact

Youth Projects Limited - Head Office and Fixed Exchange NSP

Address: 6 Hartington Street Glenroy 3046

Phone: 9304 9100

Web: www.youthprojects.org.au

Youth Projects Limited - Head Office

Address: 7-9 Hosier Lane Melbourne 3000

Phone: 9945 2100

Web: www.youthprojects.org.au

10.12.7 WESTERN HEALTH

Description

Western Health Drug Health Services and Addiction Medicine Services provide a diverse range of services for individuals and their families affected by drug and alcohol related problems.

AOD Suite of services

There are a range of treatment options provided from the Adolescent Community Programs site in Footscray for young people and their families. These include:

- Withdrawal Services that provide both home based withdrawal with outreach worker support and community residential withdrawal in Footscray including support for people who have been ordered by courts to receive treatment;



- Youth outreach support, counselling, brief interventions and school support;
- Drug and Alcohol Counselling who provide both clinic based and outreach services and the service provides court diversion support;
- Family Support which provides counselling and support to family members and significant others, who include step-parents, siblings, partners and family friends of the substance user. Family counselling can also be provided in situations where the substance user does not want to address their use or attend the service with the family. Family support can also be given to young people who do not use drugs, but have concerns around a family member's substance use; and
- Alcohol and Drug Youth Consultants who works with some of the State's most vulnerable young people who are currently under DHS Child Protection orders. The role sits within a team who deliver health services to young people in either out of home care or secure welfare residences. The role also offers secondary consultation and education and training for health professionals within the service.

Criteria for access

Aged from 12-21 years and live in, or have a connection with the western suburbs, and have a drug and alcohol related problem.

Catchment area

Western suburbs are the primary catchment.

Contact

Western Health Drug Health and Addiction Medicine Services

Address: 3 - 7 Eleanor Street, Footscray 3011

Phone: 8345 6682

Web: www.westernhealth.org.au

10.12.8 UNITING CARE BALLARAT

Description

Uniting Care Ballarat provides a range of support services in the community including drug and alcohol services, though most based in Ballarat.

AOD Suite of services

Uniting Care Ballarat provides:

- Youth Outreach - counselling and support for young people experiencing problems associated with the use of illicit drugs and/or alcohol in a safe and comfortable environment;



- Support to family members of young people experiencing substance issues;
- Support to local schools;
- Tabor House Youth Withdrawal Unit that provides a 10 day, 24 hours per day service, for young people under the age of 21 providing a safe, supportive environment for clients to withdraw from substances and embark on positive lifestyle changes; and
- Brief counselling and health related information and support.

Criteria for access

Young people under the age of 21 with drug and alcohol problems

Catchment area

UnitingCare Ballarat serves Hepburn, Golden Plains, Ballarat and the Moorabool LGAs.

Contact

Uniting Care Ballarat

Phone: (03) 5332 1286

Web: www.unitingcareballarat.com.au/

10.12.9 ODYSSEY HOUSE VICTORIA

Description

Odyssey House Victoria Youth & Family Services provides a range of outreach and centre-based programs and services to young people aged 12 to 24 years and their families. The service aims to reduce a young person's alcohol or other drug use and to minimise the harms caused by any current use. The program also helps participants to manage other problems like mental health, education, family and legal issues.

AOD Suite of services

Youth & Family Services include:

- Youth Alcohol and other Drug Counselling - a service where young people can discuss their issues and share their concerns in a safe, non-judgmental environment;
- Dual Diagnosis Counselling - a counselling service for young people suffering from mental health and drug and alcohol issues, delivered in partnership with headspace Southern Melbourne. The program also takes referrals from the criminal justice system through ACSO (Australian Community Support Organisation);
- Kids-in-Focus is a specialist child, parenting and family support service for highly vulnerable families where a parent has an alcohol and/or other drug problem. Kids-in-Focus is funded by the Australian Government Department of Social Services. Kids-in-



Focus provides a range of intensive interventions. The program aims to identify and address both the needs of the parents and their children. Its target group comprises:

- ▶ Parents who have current or past substance dependence problems;
- ▶ Parents with children in their care or working towards reunification; and
- ▶ Parents with one or more children between the ages of 0 to 12 years.

Criteria for access

Young people with drug or alcohol problems aged 12 to 24 years. Parents in the case of the Kids in Focus program.

Catchment area

Part statewide, youth services based in Prahran but Odyssey House Victoria has links to schools in Coburg.

Contact

Odyssey House Victoria Youth & Family Services
Address: 660 Bridge Rd, Richmond 3121
Phone: (03) 9420 7600
Web: www.odyssey.org.au

10.13 Drug treatment services - Residential rehabilitation and residential withdrawal for adults

A range of residential rehabilitation and residential withdrawal services are provided across the catchment by a number of different providers which have been identified for each specific provider where appropriate. Some are catchment based and others identified as statewide services. Specific residential withdrawal services for aboriginal people are included in section 10.12 and residential withdrawal services specifically identified for youth are included in section 10.13.

Residential rehabilitation services provide a safe and supported environment in a community-based setting. Services offer 24-hour staffed residential therapeutic treatment program of an average of three months' duration. A range of interventions are offered, such as individual and group counselling with an emphasis on mutual self-help and peer community, and supported reintegration into the community.

Residential withdrawal services for adults support people to safely withdraw from alcohol and other drug dependence in a supervised residential or hospital facility, usually in a short-term stay. Residential withdrawal services meet the needs of people with complex needs or those whose family and accommodation circumstances that are less stable and consequently unsuited to non-residential withdrawal. This includes people who:

- Require 24-hour supportive care to withdraw and who have inadequate supports at home; or



- Are experiencing a psychological or social crisis that requires a high level of support.

RESIDENTIAL REHABILITATION SERVICES

10.13.1 SALVATION ARMY - BRIDGEHAVEN

Description

The Salvation Army Bridgehaven program is a residential alcohol & other drugs rehabilitation service for women and women with children.

AOD Suite of services

The Bridgehaven program is for women seeking to address their alcohol and other drugs issues. The program involves a 4 month residential stay and a 4 to 6 month aftercare program. Bridgehaven also oversees the management of the Eunike Women's AOD Supported Accommodation Program. The Eunike Program aims to support women with and/or without children to maintain a substance free lifestyle in appropriate and affordable housing.

Criteria for access

Women who are wanting to address their alcohol and other drugs issues.

Catchment area

Statewide

Contact

Salvation Army – Bridgehaven

Address: 1a Jackman St, Preston 3136
Phone: (03) 9480 6488 or (03) 9521 2770
Web: www.salvationarmy.org.au

10.13.2 ODYSSEY HOUSE VICTORIA

Description

Odyssey House Victoria provides a comprehensive range of community-based treatment and support services to address alcohol and other drug problems, along with any associated mental health, vocational, health, relationship and family issues.



AOD Suite of services

Odyssey House Victoria's residential rehabilitation program, in the form of a Therapeutic Community, provides live-in treatment for adults, couples, and parents with their children (aged 0 to 12 years). The program offers a structured environment, with up to ninety-seven residents and thirty staff, working together in a values-based program as a community to help individuals make changes and choices on their pathway to recovery.

Criteria for access

People will complete a comprehensive Drug and Alcohol assessment in their local area before being assessed for Odyssey House Victoria. People are expected to contribute Centrelink payments to attend program.

Catchment area

Statewide

Contact

Odyssey House Victoria

Address: 28 Bonds Road, Lower Plenty 3093

Phone: (03) 9430 1800

Web: www.odyssey.org.au

10.13.3 WINDANA DRUG AND ALCOHOL RECOVERY INC

Windana provides a range of complementary treatment services to support individuals and families to assist them in recovering from the harmful effects of alcohol and other drugs. Windana is a state-wide service offering initial assessments, adult and youth withdrawal services, a supported accommodation program, family program, and a 36 bed therapeutic community. The Windana therapeutic community is a 6-month adult program with the possibility of continuing on to an integration phase of four months at its house in the city. While at the therapeutic community residents participate in all aspects of the community and engage in an intense program of self-discovery and education aimed at developing skills for living that lead to a healthier life style.

Catchment area

Statewide

Contact

Windana Drug & Alcohol Recovery Inc

Intake & assessment

Phone: (03) 9529 7955

Therapeutic community

Phone: (03) 5942 3200

Web: www.odyssey.org.au



RESIDENTIAL WITHDRAWAL SERVICES

10.13.4 UNITING CARE REGEN

A 12 bed residential withdrawal statewide service located in Ivanhoe that provides residential support to assist adults to withdraw from a range of drug types. The service provides a high level of support and a range of therapeutic and activity based programs. The average length of stay is 7 days and there is an emphasis on post withdrawal support and treatment planning.

10.13.5 WESTERN HEALTH DRUG HEALTH SERVICES

Western Health's Drug Health Services operates a 12 bed residential withdrawal service for adults in the Community Residential Withdrawal Unit. It offers medically support withdrawal from all substances and 24/7 nursing cover. It is available to voluntary clients and those ordered to attend treatment through the courts. The seven day detoxification service has an emphasis on post withdrawal support. Discharge planning commences prior to admission for detoxification.

Western Health's Drug Health Services also includes a four bed adolescent withdrawal unit which has 24/7 nursing cover. Clients typically have a ten day stay. The focus is on respite, medical withdrawal, early intervention and primary health.

10.13.6 ST VINCENT'S HEALTH

A 12 bed residential withdrawal unit, Depaul House in Fitzroy, provides state-wide support to clients withdrawing from a variety of substances including alcohol, cannabis, ATS, and opiates.

10.14 Specialist services – Statewide services

10.14.1 TURNING POINT – DRUG AND ALCOHOL CLINICAL ADVISORY SERVICE (DACAS)

Description

Turning Point Alcohol & Drug Centre was established in 1994 to provide leadership to the drug and alcohol field in Victoria, Australia. Turning Point clinical services provide evidence-based assessment and treatment for individuals affected by alcohol and other drugs.

DACAS is operated by Turning Point Alcohol and Drug Centre with funding from the Victorian Department of Health.



AOD Suite of services

The Victorian Drug and Alcohol Clinical Advisory Service (DACAS) is a specialist telephone consultancy service for health and welfare professionals and is free of charge. Consultation is provided by professional counsellors from the Turning Point Alcohol & Drug Centre and addiction medicine specialists.

All calls are answered by experienced clinicians from Turning Point Alcohol and Drug Centre. Calls that require specialist medical advice are referred to DACAS consultants who are addiction medicine specialists.

Criteria for access

Any health or welfare worker can call for advice and information.

Catchment area

Statewide service

Contact

Turning Point – Drug And Alcohol Clinical Advisory Service
Address:
Phone: 1800 812 804
Web: www.turningpoint.org.au
www.dacas.org.au

10.14.2 TURNING POINT - STATEWIDE SPECIALIST ALCOHOL AND DRUG MEDICAL SERVICES

Description

Turning Point Alcohol & Drug Centre was established in 1994 to provide leadership to the drug and alcohol field in Victoria, Australia. Turning Point clinical services provide evidence-based assessment and treatment for individuals affected by alcohol and other drugs.

AOD Suite of services

Turning Point has capacity to respond to medical referrals for assessment and treatment planning through their medical team of addiction medicine physicians, addiction psychiatrists and specialists in training, operate clinics including:

- Specialist opioid maintenance pharmacotherapy;
- Dual diagnosis assessment;
- Specialist alcohol use disorder consultancy;
- Assessment of addiction related to opioid treatment of persisting pain;



- Assessment of drug use disorders by an addiction medicine specialist;
- Specialist addiction neuropsychology clinic and counselling services for CALD populations; and
- Specialist addiction neuropsychology clinic and counselling services for those with a history of comorbid borderline personality disorder.

Criteria for access

All medical clinics require a referral from a medical practitioner, including provider number details. Specific requirements for an addiction psychiatrist comprehensive assessment include (in addition to a GP referral), a specific request for a 'psychiatric assessment and report' under MBS Item 291.

Consultations for eligible Health Care Card holder consultations are Medicare bulk-billed.

Catchment area

Statewide

Contact

Turning Point Alcohol & Drug Centre
Address: 54 - 62 Gertrude Street, Fitzroy 3065
Phone: (03) 8413 8413
Web: www.turningpoint.org.au

10.14.3 THE OUTDOOR EXPERIENCE (TOE)

Description

The Outdoor Experience (TOE), engages young people with alcohol and drug problems in meaningful, safe and appropriate therapeutic adventure activities and journeys. TOE programs provide numerous and significant opportunities for participants to develop healthy relationships with self, others and the environment.

TOE offers a range of tailored group adventure programs, facilitated by experienced outdoor educators. The program offers one day workshops or adventures, or overnight programs (one to four nights), and caters for varied skills and abilities.

Young people are offered the opportunity through challenging experiences in the outdoors to:

- Appreciate a healthy mind and body, free of drugs and alcohol;
- Learn skills in self-care and promotion of health and personal safety;
- Develop skills in decision making and problem solving – on an individual level and as part of a team;



- Learn leadership skills and take on responsibility for self and others;
- Accept a challenge, make a commitment and follow through;
- Experience success, achievement and sense of pride;
- Develop meaningful relationships and experience positive role models; and
- Learn and practice reflection and transference of insights/skills.

AOD suite of Services

Programs are tailored, offering one day workshops or adventures or overnight programs (one to four nights) and cater for varied skills and abilities.

Criteria for Access

Young people 15-25 years experiencing problems with alcohol and/or substance use, mental health issues and/or are experiencing the effects of trauma.

Young people must be linked to a support agency, school or organisation willing to work collaboratively with TOE to tailor appropriate supported outdoor activities.

Catchment Area

Statewide.

Contact

The Outdoor Experience (TOE)

Address: 110 Studley Park Road Kew 3101
Phone: (03) 9855 2633
Web: www.jss.org.au

10.14.4 WOMEN'S ALCOHOL AND DRUG SERVICE (WADS)

Description

The Royal Women's hospital WADS program is the only a state-wide drug and alcohol service providing specialist clinical services to and professional support in the care of pregnant women with complex substance use and alcohol dependence. A multidisciplinary team approach is used to advance the health and well-being of women and the medical needs of their infants. In addition to clinical care, WADS provides assessments, training, clinical practice guidelines, support to other maternity hospitals caring for pregnant women with drug and alcohol use, mentoring and secondary consultations to health professionals around Victoria. This includes a 24 hour on-call medical service.



AOD Suite of services

Women's Alcohol & Drug Service (WADS) - Provides medical care, counselling and support to women with complex substance use, dependence and assessment and care of infants exposed to drugs and alcohol during pregnancy.

The service also offers training targeted to acute and primary health services and the community sector.

Speciality services provided include:

- Addiction medicine;
- Drug and alcohol counselling and assessment;
- Obstetric care;
- Paediatric care;
- Assessing and caring for babies with Neonatal Abstinence Syndrome;
- Infant Home Based Withdrawal Program;
- Methadone Stabilisation Program;
- Mental health assessment;
- Nutritional care; and
- Pharmaceutical advice and assessment.

Screenings determine whether a woman is accepted into the clinic, or whether she would be suitable for Team Care Management. The screening will also determine whether the woman's care could be managed in a maternity hospital where she is geographically based.

Criteria for access

Pregnant women with complex substance use.

Catchment area

Statewide

Contact

Women's Alcohol & Drug Service

Address: 20 Flemington Rd, Parkville 3052

Phone: (03) 8345 3931

Web: www.thewomens.org.au



10.14.5 RECONNEXION A SERVICE OF EACH

Description

Reconnexion a service of EACH (formerly TRANX) is a not-for-profit organisation founded in 1986 to provide counselling and support for people dependent on tranquillisers (benzodiazepines) and to raise awareness of the risk of dependency associated with long term prescribing of benzodiazepines.

AOD Suite of services

Reconnexion offers counselling and support for people dependant on benzodiazepine tranquilisers and analgesics as well as providing a free telephone support service. Reconnexion also provides Medicare rebateable counselling treatment by psychologists, clinical psychologists and mental health social workers who have specific expertise in the treatment of anxiety disorders and depression and provides education and community information about both benzodiazepines and prevention.

Criteria for access

The Benzodiazepine counselling is partially funded through the Department of Health. The counselling fee is \$50 or \$10 concession. The fee may be reduced or waived in cases of financial hardship, or if the fee is a barrier to accessing the service.

Catchment area

Statewide service

Contact

Reconnexion

Address 1: 1939 Malvern Road, Malvern East 3145
Address 2: WestCare Medical Centre, 4/211 Barries Road, Melton West 3777
Phone: 1300 273 266 or 03 9809 8200
Web: <http://www.reconnexion.org.au>

10.14.6 VICTORIAN AIDS COUNCIL

Description

The Victorian Government funds the Victorian AIDS Council to provide specialist alcohol and drug services for people within the Victorian LGBTIQ and people living with HIV (PLHIV) communities.



AOD Suite of services

Drug and Alcohol services provided include:

- Individual counselling;
- Recovery support;
- Therapeutic groups; and
- Education and training.

Criteria for access

People who require assistance for alcohol and drug issues who identify as being Lesbian, Gay, Transgender, Bisexual, Intersex and Queer (LGBTIQ).

Catchment area

Statewide

Contact

Victorian AIDS Council - Health Promotion, Operations & Counselling Services

Address: 6 Claremont Street, South Yarra 3141

Phone: 9865 6700, 1800 906 669 or DirectLine 1800 888 236

Web: www.vac.com.au

10.15 Specialist services – Forensic Services

Some youth services and aboriginal services which have forensic components are included in the relevant sections on Youth and Aboriginal services and in addition many Drug Treatment services also provide services via referral from ACSO or as part of Diversion programs – this includes key providers such as cohealth, Odyssey House Victoria, Western Health, Cobaw Community Health.

In addition to the community-based forensic services listed below, there are prison-based forensic AOD services.

10.15.1 ACSO - COATS

Description

ACSO has grown from a small organisation providing a halfway house for ex-prisoners to becoming a leading provider of community support services, delivering programs that change the lives of people the criminal justice system along with a range of diversion and early intervention programs and most recently screening and assessment services for Drug and Alcohol services and some mental health services.



Community Offender Advice and Treatment Services (COATS) which is part of ACSO was established in 1997. COATS is a state-wide intake, assessment and referral service that administers both State funded and Commonwealth funded treatment pathways for forensic consumers.

AOD Suite of services

ACSO is contracted to deliver specialist forensic drug and alcohol assessments, treatment planning and brokerage (including purchase of) AOD treatment for consumers referred from the criminal justice system, providing a link between justice and drug treatment services.

ACSO provides specialist forensic AOD assessments for a range of justice services including Community Corrections, Courts and the Adult Parole Board. Assessment and treatment services for Youth Justice, Specialist Courts, and Diversion Programs such as Police Drug Diversion, with community based AOD assessment and treatment services.

ACSO has developed a joint partnership with the Melton Police Service Area who have identified a growing problem in relation to the use of crystal methamphetamine (ICE). Local police have observed that increasing use of this drug has resulted in an increase in volume crime offences including Burglary/Theft of and from motor vehicles and an increase in family violence incidents.

Criteria for access

People referred for AOD assessment/services from the criminal justice system.

Catchment area

Statewide

Contact

ACSO - COATS

Address: 1 Hoddle St, Richmond 3121
Phone: (03) 9413 7000
Web: <http://www.acso.org.au/>

10.15.2 UNITINGCARE REGEN

Description

UnitingCare ReGen is the leading AOD treatment and education agency of UnitingCare Victoria and Tasmania. ReGen is a not-for-profit agency, which has over 40 years' experience delivering a comprehensive range of AOD services to the community.



AOD Suite of services

ReGen provides a variety of services for people with current or previous contact with the justice system. This includes Forensic Counselling services at Port Phillip Prison, supported accommodation and courses for clients in diversion programs.

Torque is a six-week non-residential rehabilitation program located in Coburg for people currently engaged in the justice system offering treatment and support for problematic alcohol and other drug use. Unlike the original Catalyst program, this new program is open to users of any substance. The aim of the program is to help people develop coping skills and maintain motivation to cease or reduce their substance use.

Criteria for access

To participate in the program, participants must be eligible to have the treatment brokeraged through ACSO COATS, have stable accommodation, stable mental health or well managed mental illness.

Catchment area

Statewide

Contact

UnitingCare ReGen

Address: 26 Jessie Street, Coburg 3058

Phone: 03 9386 2876

Web: www.regen.org.au

10.15.3 CARANICHE

Description

Caraniche is a psychological consulting firm that delivers specialist drug and alcohol treatment psychological services, training, drug and alcohol counselling, research, evaluation and consultancy to the local government, health and welfare sectors. Established in Melbourne in 1993, Caraniche commenced its operations delivering AOD treatment programs through the Department of Justice and currently provides DHHS funded AOD counselling to offenders, brokered through ACSO COATS in the community.

AOD Suite of services

Caraniche Justice AOD programs include community-based and residential individual counselling, a variety of group interventions ranging from brief education programs and CBT treatment programs up to intensive residential Therapeutic Community programs. These programs assist clients to address their drug and alcohol use in a therapeutic manner that



holistically addresses lifestyle, culture, offending, trauma and any other factors identified as being possible contributors to substance use.

Community Based Services High Risk Offenders Alcohol and Drug Service (HiROADS) is a specialist forensic AOD service designed to address the treatment needs of offenders with a high risk of recidivism and relapse into substance use. HiROADS clients are allocated an AOD clinician who has experience working with a forensic client population and can provide high quality, tailored individual counselling with a focus on substance use issues.

HiROADS is a service delivered by Caraniche, in partnership with the Department of Health & Human Services, which provides drug and alcohol counselling to offenders who are assessed as having high treatment needs. This can include those with: serious violent or sex offences; a history of involvement with the criminal justice system and/or non-compliance with correctional orders; or difficulties engaging in treatment services.

Caraniche also provides regular training in forensic AOD work and secondary consult to AOD workers from other agencies working with high risk AOD offenders funded by DHHS.

Criteria for access

Caraniche can receive HiROADS referrals from ACSO/COATS workers or Justice Case Workers for individual offenders who are assessed as having high treatment needs currently involved in the criminal justice system. Hiroads operates from Abbotsford, Epping and Ballarat.

Catchment area

Statewide

Contact

Caraniche
Address: 1/260 Hoddle Street, Abbotsford 3067
Phone: 03 8417 0500
Web: www.caraniche.com.au

10.16 Specialist services – Hospital-based Treatment Services

10.16.1 WESTERN HEALTH

Description

Western Health runs a number of hospitals and health services in the west of Melbourne and provides drug and alcohol services through their drug health services program.



AOD Suite of services

The Addiction Medicine & Toxicology Service (Western Health) provides comprehensive medical care for patients with a wide range of drug related disorders and receives referrals statewide. Addiction Medicine provides inpatient treatment for complex drug and alcohol patients and toxicology services. Addiction medicine specialists also support the statewide DACAS service. The focus is on step-down from the hospital-based setting to community residential withdrawal and/or post withdrawal support from the Drug Health Services suite of services.

Criteria for access

People requiring inpatient care for withdrawal or where medical/surgical treatment is compromised by addiction.

Catchment area

Statewide

Contact

Western Health Drug Health Services
Address: 3-7 Eleanor Street, Footscray 3011
Phone: (03) 8345 6682
Web: www.westernhealth.org.au

10.16.2 ST VINCENT'S HOSPITAL

Description

St. Vincent's Hospital Melbourne is part of St Vincent's Health Australia, the largest not-for-profit health provider in Australia, operating under the direction of Mary Aikenhead Ministries. The Department of Addiction Medicine (DoAM) has strong, existing partnerships with other units and departments across St. Vincent's Hospital including the Emergency Department and the Mental Health services located at the Fitzroy campus. DoAM also has a strong affiliation with the Department of Addiction Medicine at its sister hospital St. Vincent's in Sydney.

AOD Suite of services

St Vincent's DoAM is comprised of a number of small treatment and research multi-disciplinary teams which include doctors, nurses and specialist counsellors. The service encompasses both acute and complex withdrawal management and long-term treatment through community based counselling. The teams provide primary, secondary and tertiary consultations across the Fitzroy campus and more broadly across the community & state.



Service provided include:

- Management of alcohol or drug related issues in any hospital inpatients on the wards through the DoAM Consultation and Liaison service (CL) together with management of drug withdrawal in any inpatients on the wards;
- Providing expertise on pain management in opioid dependent individuals and/or in complex medical conditions where alcohol or drug dependence may be a factor;
- Advising on discharge planning with regard to alcohol and/or drug problems including linking patients into community care;
- Medical supervision of mandated alcohol and/or drug treatment through the SSDTA;
- Advising on management of alcohol or drug problems presenting to the Emergency Department of SVHM;
- Medical outpatient follow-up of patients who have been inpatients at the hospital and need review as well as outpatient counselling follow up of patients who have been inpatients at the hospital and need specialist follow up counselling;
- Shared care and secondary consultation of referrals from specialist physicians at SVHM such as, gastroenterologists and endocrinologists together with shared care and secondary consultation of referrals from general practitioners in the community;
- Drink and drug drive assessments and drink and drug drive education programs;
- Medical supervision of patients admitted to Depaul House, Alcohol and Drug Withdrawal Unit;
- Post-withdrawal follow up day programs e.g. MARS-P and relapse prevention day programs; and
- In-reach assessment & review of clients in the Mental Health Inpatient Unit who present with withdrawal or substance related issues.

State-Wide services

St Vincent's 12 bed residential withdrawal unit, Depaul House in Fitzroy, provides state-wide support to clients withdrawing from a variety of substances including alcohol, cannabis, ATS, opiates etc. In addition, DoAM also supports the state-wide DACAS service. The other state-wide component of DoAM is management of the Severe Substance Dependence Treatment Act (SSDTA) and provision of withdrawal management under this Act.

Training & education

In addition to being an accredited training facility for addiction medicine specialists, DoAM also provides training, mentoring and clinical placements of medical, nursing and allied health staff here at the Fitzroy Campus.

Criteria for access

- Internal hospital program for people requiring inpatient care for withdrawal or where medical/surgical treatment is compromised by addiction; and



- Externally the service can be accessed for consultation through its community counselling service, DACAS, SSDTA or referral to Depaul House, or the St Vincent's Residential Withdrawal Unit.

Catchment area

Not specified.

Contact

St Vincent's Health – Department of Addiction Medicine
Address: 41 Victoria Parade, Fitzroy 3065
Phone: (03) 9288 2211
Web: www.svhm.org.au

10.16.3 ROYAL MELBOURNE HOSPITAL (RMH)

Description

RMH is a large inner metropolitan general hospital which includes a number of specialist medical, surgical and other health services.

AOD Suite of services

The Addiction Medicine Service provides advice to inpatient's parent unit on the following:

- Identifying patients at high risk of alcohol problems in the wards;
- Management of alcohol withdrawal in hospital;
- Management of drug withdrawal in hospital, including opioids, psychostimulants, cannabis, benzodiazepines, and other mind-altering drugs;
- Advice on managing pain in patients who are opioid tolerant or resistant because of illicit drug use of opioid substitution pharmacotherapy; and
- Advice on post-discharge management of patients with alcohol and/or other drug use

Addiction medicine specialists also support the statewide DACAS service.

Criteria for access

Internal hospital program for people requiring inpatient care for withdrawal or where medical/surgical treatment is compromised by addiction.

Catchment area

Not specified



Contact

Royal Melbourne Hospital – Addiction Medicine Service

Address: Level 1, Centre, 300 Grattan Street, Parkville 3052

Website: www.thermh.org.au

10.16.4 AUSTIN HEALTH

Description

General Hospital Mental Health (GHMH) referrals services are available for all medical, surgical, rehabilitation and specialty units across Austin Health. The GHMH Drug Dependence Clinic (DDC) is one of five specialist clinics in metropolitan Melbourne and provides comprehensive, whole-person care that is based on harm-minimisation and an evidence-supported approach.

AOD Suite of services

The service is aimed at patients with opioid dependence and is based on a harm minimisation and an evidence-supported approach with particular emphasis on the most complex of patients who are unable to be adequately managed in other treatment settings.

Criteria for access

GHMH DDC service is available to any current inpatient of Austin Health (excluding psychiatric units) as well as outpatients with ongoing treatment provided by Austin Health Medical Programs. The DDC also accepts selected referrals from the community.

Catchment area

Not specified

Contact

Austin Health - General Hospital Mental Health

Address: Austin Hospital, Studley Road, Heidelberg 3084

Phone: 03 9436 6672

Website: <http://www.austin.org.au/mentalhealth/GHMH/>

10.17 Specialist services - Pharmacotherapy

Pharmacotherapy services are provided by individual GPs, nurse practitioners and supporting pharmacies, and community based health services including drug treatment services. As such it is not possible to list them all.



However Specialist Pharmacotherapy Services (SPS) were funded to provide a consultative service to prescribers seeking expert opinion about managing patients with complex psychiatric, social, medical or treatment problems. Prescribers can refer patients by contacting one of the five SPSs in Melbourne. The services most relevant to the NWMPHN catchment area are: Drug Health Services, Western Health; Austin Hospital; and Turning Point.

Additionally, Western Health's Addiction Medicine Service forms part of the pharmacotherapy North and West Metropolitan Pharmacotherapy Network.

10.17.1 PHARMACOTHERAPY ADVOCACY MEDIATION AND SUPPORT (PAMS)

Description

The Pharmacotherapy, Advocacy, Mediation and Support service is a government-funded web and telephone based advice regarding pharmacotherapy for clients and providers.

Criteria for access

It is available to anyone in Victoria experiencing any kind of trouble with their current pharmacotherapy program.

Catchment area

Statewide

Contact

PAMS - Pharmacotherapy, Advocacy, Mediation and Support

Phone: 1800443 844

Web: www.hrvic.org.au

10.18 Private services – Treatment and withdrawal

10.18.1 THE MELBOURNE CLINIC

Description

The Melbourne Clinic is Australia's largest private mental health service providing 175 inpatient beds, stand-alone day program centre and an outreach service.

AOD Suite of services

Addiction Services – include pharmacotherapy, behavioural and psychological programs. Programs consultancy and continuing care are provided from inpatient through to outpatient programs. Relapse Prevention and Harm Minimisation is provided for through the *Addictive*



Behaviours Program which offers ongoing support group and outpatient treatment program for people who experience problems with addiction.

Criteria for access

Referral by GP or psychiatrist. Fee paying so private insurance advised.

Catchment area

Not specified

Contact

The Melbourne Clinic

Address: 130 Church St, Richmond 3121

Phone: (03) 9429 4688

Web: <http://www.themelbourneclinic.com.au/>

10.18.2 ALBERT ROAD CLINIC

Description

The Albert Road Clinic is an 80 bed private psychiatric hospital with over 20 years' experience in mental health services, which is also now broadening its reach into Addiction Services both in inpatient and outpatient care.

AOD Suite of services

The Albert Road Clinic offers Addiction Services provides a range of treatment options for patients with dual diagnosis of psychiatric illness complicated by ongoing substance misuse. The aim is to assist them to reduce & stop their alcohol & other drug problem. The specific services offered are:

- An Assessment Service;
- Withdrawal Service (detoxification service) which provide assistance with alcohol & other drug withdrawal, either as an inpatient or outpatient is offered for people wishing to start the day program;
- Addiction Rehabilitation Day Program. This group program offers education, therapy & support. The focus is to stop alcohol & other drug abuse & dependence using an integrated model, including cognitive behavioural therapy; and
- Addiction Relapse and Prevention Program. This program offers ongoing support and therapy to prevent relapse to alcohol and drug abuse and is suitable for adults who have successfully completed the Addictions Rehabilitation Program.



Criteria for access

Persons aged 18 years and older who have a co-occurring alcohol and other drug and mental health problem. Fee paying programs so private insurance advised.

Catchment area

Not specified

Contact

Albert Road Clinic

Address: 31 Albert Road, Melbourne 3004
Referral Line: 1300 251 243
Phone: (03) 9256 8322
Web: <http://www.albertroadclinic.com.au/>

10.18.3 THE HADER CLINIC

Description

The Hader Clinic began operating in 1997 in response to the widespread heroin epidemic sweeping Victoria throughout the nineties. The Hader Clinic established the first accelerated opiate withdrawal and treatment program in Victoria. It currently provides 60 residential beds across four facilities, as well as outpatient aftercare programs at Melbourne office.

AOD Suite of services

Services offered by the Hader Clinic include:

- Residential Treatment which constitutes a 90-day full detoxification and rehabilitation program located on the Bellarine Peninsula;
- Aftercare & Relapse Prevention focussing on long-term recovery from drugs and alcohol;
- Transitional Housing to facilitate reintegration into the community in a supported accommodation program. This service is located in inner suburban Melbourne;
- Intensive Outpatients;
- One-on-one counselling and group therapy; and
- Dual Diagnosis Program.

Criteria for access

Fee paying programs so private insurance advised.



Catchment area

Not Specified

Contact

The Hader Clinic
Address: Suite 4/20 Commercial Rd Melbourne 3004
Phone: 1800 88 33 88 or 03 9804 5757
Web: <http://www.rayhaderclinic.com.au>

10.18.4 WYNDHAM CLINIC – MENTAL HEALTH

Description

Wyndham Clinic is a 50 bed inpatient mental health facility that includes a general adult mental health unit, a specialised youth/adolescent service and a drug and alcohol service.

Suite of services

- The Drug and Alcohol Detox and Rehabilitation Treatment Service includes a 28 day inpatient, abstinence-focused Drug and Alcohol Treatment Program. The inpatient program encompasses elements of assessment, detoxification and pharmacotherapy, rehabilitation and preparation for discharge.
- The service also offers a 10 week (half day per week) out-patient program delivered by experienced therapists in Acceptance and Commitment Therapy. The outpatient program is recommended for all motivated patients following discharge from the intensive inpatient program.
- Weekly Alcoholics Anonymous meetings held onsite and strong collaboration allowing supported introduction to local meeting prior to discharge.
- Access to SMART recovery online meetings.

Criteria for access

Fee paying programs so private insurance advised. Excess and gap costs may be applicable and will vary depending on the level of cover. Participants need to be a minimum age of 18 years of age to be accepted into the program.

Catchment area

Not Specified



Contact

Wyndham Clinic Private Hospital

Address: 242A Hoppers Lane Werribee VIC 3030

Phone: (03) 9731 6646

Web: <http://wyndhamclinic.com.au/mental-health/>

10.19 Private Services – Psychiatry, psychology and counselling

10.19.1 PRIVATE MENTAL HEALTH – PSYCHIATRISTS

Psychiatrists are registered medical practitioners who have undergone further specialist training. All psychiatrists must be accredited by the RANZCP before they can practise. A directory of private consultant psychiatrists can be found in the link below.

Alternatively, by contacting (03) 9640 0646.

<https://www.ranzcp.org/Mental-health-advice/find-a-psychiatrist.aspx>

10.19.2 PRIVATE MENTAL HEALTH – PSYCHOLOGISTS

The Australian Psychological Society provides a list of all privately practicing, registered psychologists in Australia. These can be found at the link below. Alternatively, by contacting 1800 333 497.

<https://www.psychology.org.au/FindaPsychologist>

10.19.3 CARANICHE

Description

Caraniche is a psychological consulting firm that delivers specialist psychological services including EAP, CISM, forensic services, training, drug and alcohol counselling, research, evaluation and consultancy to the local government, health and welfare sectors.

AOD Suite of services

In addition to providing a range of publicly funded AOD services, Caraniche is also a private psychology service offering a range of counselling and group services including for drug and alcohol issues.

Criteria for access

Private services – private health or under specific Medicare rebate such as ATAPs.



Catchment area

Not specified

Contact

Caraniche – Head Office

Address: Level 1/260 Hoddle St, Abbotsford 3067 (Head Office)

Phone: (03) 8417 0500

Web: caraniche.com.au

Caraniche – Footscray office

Address: 99 Gordon St, Footscray 3011

Phone: (03) 8417 0500

Web: caraniche.com.au

10.20 Summary of AOD service type by organisation by catchment

Table 10-1 provides a summary for each of the five clusters and service categories of the relevant organisations providing these services and their respective catchment area. Table 10-2 provides a key to the abbreviations of organisational/service names.

Table 10-1: AOD service type by organisation by catchment

Category	Service descriptor	Inner							Growth				Fringe		
		Darebin	Hob's Bay	M'yrnong	Melb	Mne Valley	Moreland	Yarra	Brimbank	Hume	Melton	Wyndham	Macd Rngs	Moorabool	
Community & Primary	CHCs	Darebin	ISIS	cohealth	cohealth	cohealth	Merri	cohealth	ISIS	SCH	ISIS	ISIS	M-Ranges	DJHS	
		cohealth	cohealth				cohealth	NRCH	cohealth	Dianella	DJHS	cohealth	Cobaw		
	headspace						H' Glenroy	H' Collingwood	H'Sunshine	H' Craigieburn		H' Werribee			
	Other primary health - youth				YPHS YP		YP			YP	DJHS				
	Family & peer support				AVWA				YSAS			Stepp'g Up	Stepp'g Up		
			Joseph's Corner	Joseph's Corner				SHARC	AVWA				Joseph's Corner	SHARC	SHARC
		AA													
		NA													

Category	Service descriptor	Inner							Growth				Fringe	
		Darebin	Hob's Bay	M'yrnong	Melb	Mne Valley	Moreland	Yarra	Brimbank	Hume	Melton	Wyndham	Macd Rngs	Moorabool
GP Primary Health	GP super clinics									D'GP		WPCC		B'GP
Drug treatment services	Intake & Assessment	Odyssey/ ReGen	ACSO	ACSO										
	Care & recovery coordination	Odyssey/ ReGen	Bendigo CH	GrA&DC										
				TSA	TSA	TSA								
			WIDAN	WIDAN	cohealth	cohealth	cohealth	cohealth	WIDAN	WIDAN	WIDAN	WIDAN	WIDAN	
				Vic AIDS C	Vic AIDS C	Vic AIDS C	Vic AIDS C							
Counselling	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Bendigo CH	GrA&DC
	Caraniche		TSA	TSA	GrUCC									
		WIDAN	WIDAN	cohealth	cohealth	cohealth	cohealth	WIDAN	WIDAN	WIDAN	WIDAN	WIDAN		
				Vic AIDS C	Vic AIDS C	Vic AIDS C	Vic AIDS C							
Non-residential withdrawal	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Bendigo CH	GrA&DC
		WIDAN	WIDAN	cohealth	cohealth	cohealth	cohealth	WIDAN	WIDAN	WIDAN	WIDAN	WIDAN		GrUCC

Category	Service descriptor	Inner							Growth				Fringe			
		Darebin	Hob's Bay	M'yrnong	Melb	Mne Valley	Moreland	Yarra	Brimbank	Hume	Melton	Wyndham	Macd Rngs	Moorabool		
Drug treatment services	Planning	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Odyssey/ ReGen	Bendigo CH	GrA&DC		
	Services for aboriginal people	Ngwala														
		Bunjilwararra Koori														
		VAHS*							VAHS*							
	Services for young people	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS	YSAS		UCB	
		YHaRS														
		YODAA														
		Odyssey/ ReGen														
						YP										
					Western*					Connex*						
	Therapeutic day rehabilitation							ReGen					Odyssey/ Anglicare			
	Adult Residential Rehabilitation	Odyssey														
		TSA														
		Windana														
	Adult Residential Withdrawal	ReGen														
Western Health																
St Vincent's Health																

Category	Service descriptor	Inner						Growth				Fringe		
		Darebin	Hob's Bay	M'yrnong	Melb	Mne Valley	Moreland	Yarra	Brimbank	Hume	Melton	Wyndham	Macd Rngs	Moorabool
Drug treatment services	Homelessness services			Vincnt Care*						Vincnt Care*				
		Launch			Launch		Launch	Launch						
		Melb City Mission												
		YCH												
										SASHS*		SASHS*		
Specialist services	Statewide services	Turning Point - DACAS												
		Turning Point - Alcohol & Drug Medical Services												
		The Outdoor Experience (TOE)												
		WADS												
		Reconnex												
		Victorian AIDS Council												
		Harm Reduction Victoria												
	Forensic services	ACSO - COAT S												
		ReGen												
		Caraniche												
		ReGen												
	Hospital-based treatment	Western												
		St Vincent's												
		RMH												
	Pharmacotherapy	PAMS												
					YP									
		North & West Metropolitan Pharmacotherapy Network (cohealth)												
	Private	Counselling						Caraniche*	Caraniche*					
								TMC*						
Treatment and withdrawal clinics							ARC*							
					Hader*							Wyndham*		

* Catchment extends beyond the LGA in which the service is located

Table 10-2: Abbreviations of services/organisations providing AOD services

SERVICE/ORGANISATION NAME	ABBREVIATION
Alcoholics Anonymous	AA
Australian Vietnamese Women's Association Illicit Drug and Alcohol Treatment Counselling Service	AVWA
Ballan GP Super Clinic	B' GP
Bendigo Community Health Services	Bendigo CH
cohealth	cohealth
Community Offender Advice and Treatment Services	COATS
Connexions (Jesuit Social Services)	Connex
Dianella GP SuperClinic	D' GP
Grampians Alcohol and Drug Consortium	GrA&DC
Grampians Uniting Care Consortium *	GrUCC
headspace Werribee	H' Wbee
ISIS Primary Care	ISIS
Joseph's Corner	Jsphs Cnr
Merri Health	Merri
North Richmond Community Health	NRCH
Odyssey House Victoria	Odyssey
Pharmacotherapy, Advocacy, Mediation and Support	PAMS
Reconnexion	Reconnex
Royal Melbourne Hospital	RMH
Self Help Addiction Resource Centre	SHARC
Stepping Up Consortia	Stepp'g Up
The Hader Clinic	Hader
The Melbourne Clinic	TMC
The Salvation Army	TSA
Uniting Care Ballarat	UCB
UnitingCare ReGen	ReGen
Victorian Aboriginal Health Service	VAHS
Victorian AIDS Council	Vic AIDS C
Western Health	Western
Western Integrated Drug and Alcohol Network	WIDAN
Women's Alcohol & Drug Service	WADS
Wyndham Vale Primary Care Centre	WVPCC
Wyndham Clinic Private Hospital	Wyndham

SERVICE/ORGANISATION NAME	ABBREVIATION
Yarra Community Housing	YCH
Young People's Health Service	YPHS
Youth Drug and Alcohol Advice Service	YoDAA
Youth Health and Rehabilitation Service	YHaRS
Youth Projects	YP
Youth Support & Advocacy Service	YSAS