CAPITAL HEALTH NETWORK'S

Mental Health, Alcohol & Other Drugs & Psychosocial Commissioned Services

For anyone living, working, learning or playing in the ACT



The information in this resource is correct as of April 2025





CONTENTS **O**F **TABLE**

CHN MENTAL HEALTH,
ALCOHOL & OTHER DRUGS &
PSYCHOSOCIAL
COMMISSIONED SERVICES

14

I. INTRODUCTION Acknowledgement of Country 3 Acknowledgement of lived experience 3 II. COMMISSIONED SERVICES Initial Assessment and Referral and 4 the Decision Support Tool (IAR-DST) Service Navigation 5 Mental Health 5-8 Alcohol and Other Drugs 9-11 Psychosocial Support 12 III. HELPLINES AND SUPPORT **SERVICES** 24/7 Support Services 13

Other Services



This resource outlines CHN's Mental Health, Alcohol & Other Drugs & PSychosocial Commissioned Services.



Capital Health Network (CHN) is the ACT's Primary Health Network. Our role is to advance the way primary health care is delivered in Canberra. We address community needs by collaborating with consumers, GPs, clinicians and sector stakeholders to improve health outcomes. We are unique in our ability to support general practice and design services that fill gaps and deliver lasting improvements.



The ACT and SNSW HealthPathways Program is a free online platform for primary health care professionals that provides condition-based assessment, management, and referral information. The program is a unique cross-border partnership involving CHN (ACT PHN), ACT Health, Southern NSW Local Health District (SNSWLHD) and COORDINARE (South-Eastern NSW PHN).



CHN Commissioned Services do not provide emergency or crisis services. If you, your client, or someone you are caring for is experiencing a mental health crisis, please call Access Mental Health on 1800 629 354 (available 24 hours a day, 7 days a week). Please call 000 if someone is in danger or at risk of harm.





ACKNOWLEDGEMENTS



Capital Health Network acknowledges
the Ngunnawal people as the
Traditional Custodians of the ACT and
surrounding region, and recognises
other people and families with
connection to the lands of the ACT. We
acknowledge their continuing culture
and the ongoing contribution they
make to the life of Canberra. We pay
our respects to their Elders, past and
present, and we thank them for caring
for the lands on which we live, work,
learn and play.

We extend this respect and gratitude to all Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the lands across Australia.

Capital Health Network acknowledges
the individual and collective
experience of those with lived or
living experience of mental ill-health
and suicide, and the experience of
their carers, families, and supporters.
We value and respect the generous
and vital contributions of those who
share their unique perspectives to
guide us to shape an effective and
connected primary health care system
that supports better outcomes for all.



"Sunrise to Sunset" artwork by Sarah Richards was created to reflect CHN's cultural journey to date and their Cultural Competency Framework (CCF). See CHN's website for more information.





INITIAL ASSESSMENT AND REFERRAL DECISION SUPPORT TOOL (IAR-DST)

The IAR-DST is a tool which assists clinicians to support or confirm initial service recommendations for people who are presenting with mental ill-health or concerns. It acts as a standardised entry point when utilising the stepped care approach to mental health care to support patients to receive the right care at the right time.

The IAR-DST has 8 domains which represent key areas of a person's presentation and life which may impact their mental health needs. This offers a whole person approach and is utilised in conjunction with clinical expertise, as well as mental health assessments such as DASS and K10.

https://iar-dst.online/#/

The IAR-DST is informed by an IAR guidance which outlines the 8 domains and 5 levels of care within the stepped care approach.

There are 4 adaptations currently available are based on age:

- Child (5-11)
- Adolescent (12-17)
- Adult (18-64)
- Older person (65+)

Assessment Domains Risk of Impact on Impact of Symptom functioning severity harm co-existing conditions & distress Decision about level of care Social & **Treatment Engagements** Family & other environmental & recovery & supports motivations history stressors

Levels of care

1 Self-management

2 Low intensity intervention

Moderate intensity intervention

High intensity intervention

5 Specialist and acute services





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Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
Service Navigation					
Medicare Mental Health Phone Service	Phone: 1800 595 212 Provided by: Think Mental Health	The Medicare Mental Health Phone Service provides initial mental health assessments, information about mental health, service navigation, warm referrals to appropriate services in the region, and advice to health care practitioners about available supports to refer to, based on IAR level of care.	All agesNationwide	People can access support and information via phone. Health professionals can access support and information for themselves and their patients via phone.	N/A
Integrated Team Care (ITC) Program	Phone: 1800 879 096 or (02) 4448 2200 Email: argus.gphsouthern@gph.org.au https://www.gph.org.au/services/abori ginal-health/itc/ Provided by: Grand Pacific Health Please note: Winnunga Nimmityjah AHCS offer this program internally for clients attending their service	The ITC Program provides care coordination for Aboriginal and Torres Strait Islander people who require support and assistance with chronic disease management, including but not limited to mental illness. This program is delivered by qualified health care workers to assist with the implementation of care plans including patient education, chronic disease self-management, care coordination and supplementary service funding.	 All ages Aboriginal and Torres Strait Islander people living locally Experiencing a chronic health condition Be at risk of hospitalisation Have difficulty accessing appropriate care 	Health professionals can refer patients via email, phone, fax or online with a GPMP/ TCA to GPH Integrated Care Intake	N/A
Mental health					<u>-</u>
Canberra Medicare Mental Health Centre Formerly Canberra Head to Health	Phone: 5117 4357 Email: intake@thinkmh.com.au https://canberrammhc.com.au Provided by: Think Mental Health	Canberra Medicare Mental Health Centre provides the following services: • Mental health assessments, including initial assessments and comprehensive clinical assessments • Information, support, and advice about mental health • Support to navigate mental health services and access appropriate services to meet needs • Various short-to-medium-term clinical interventions and wellbeing services, including individual therapy and group programs	 Ages 18 and over For clinical intervention services, be experiencing moderate to severe mental health needs For clinical intervention services, have no or limited other appropriate, accessible, or available services locally 	People can refer themselves or others via walk in or online form. Health professionals can refer patients via phone, email or fax (MHTP not required).	3

Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
headspace Canberra	Phone: (02) 6113 5700 Email: hcinfo@gph.org.au https://headspace.org.au/headspace- centres/headspace-canberra/ Provided by: Grand Pacific Health	headspace is a mental health support service for young people and their families and friends, with a focus on early intervention. headspace Canberra can support young people with their wellbeing through the following services: • Mental health counselling and support • Wellbeing coaching • Sexual health testing • GP support for mental, physical, and sexual health • Drug and alcohol counselling • Education sessions and parenting programs • Support with work, school, or study goals and concerns	Ages 12-25 years	People can refer themselves or others via walk in or phone. Health professionals can refer patients via phone, email, or fax (MHTP not required).	2
headspace Early Psychosis Canberra	Phone: (02) 6113 5700 https://headspace.org.au/headspace- centres/headspace-canberra/ Provided by: Uniting NSW.ACT	headspace Early Psychosis offers free and confidential support for young people who are experiencing an early episode of psychosis or are at risk of developing psychosis. This service operates from headspace Canberra, and provides specialist multidisciplinary support to young people and their families to help maximise recovery.	 ·Ages 12-25 years Experiencing symptoms of psychosis and/or recent functional decline 	People can refer themselves or others via walk in or phone. Health professionals can refer patients via phone, email, or fax (MHTP not required)	3
headspace Tuggeranong	Phone: (02) 62982920 Email: info@headspacecanberra.org.au https://headspace.org.au/headspa ce-centres/tuggeranong/ Provided by: Grand Pacific Health	headspace is a mental health support service for young people and their families and friends, with a focus on early intervention. headspace Tuggeranong provides support to young people who are worried about their mental health, physical and sexual wellbeing, work, school or study, and/or drug and alcohol use. Support is provided by a range of health workers, including: • Youth counsellors • Mental health counsellors • Family counsellors • Drug and alcohol support workers • Vocational support workers • A general practitioner	Ages 12-25 years	People can refer themselves or others via walk in or phone. Health professionals can refer patients via phone, email, or fax (MHTP not required).	2

Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
Next Step Psychological Intervention Services Mental Health Coaching	Phone: (02) 6162 6111 Email: enquiries@mccg.org.au https://mccg.org.au/services /next-step/ Provided by: Marymead CatholicCare Canberra and Goulbourn	Next Step Mental Health Coaching is a short-term intensive program that uses CBT guided by a specially trained coach (not a counsellor or psychologist) to help people work through problems they may be experiencing in their lives. It is a form of guided self-help and offers practical strategies to help people work through problems such as mild anxiety, depression and day to day life stress.	 All ages Be experiencing symptoms of depression, anxiety, and/or stress that is impacting life Not currently accessing other psychological intervention services 	People can refer themselves or others via walk in or phone. Health professionals can refer patients via phone, email, or fax (MHTP not required).	2
Next Step Psychological Intervention Services High Intensity Therapy	Phone: (02) 6162 6111 Email: enquiries@mccg.org.au https://mccg.org.au/services/next- step/ Provided by: Marymead CatholicCare Canberra and Goulbourn	The Next Step High Intensity Therapy program builds off the low intensity coaching model by providing more high intensity therapy. Therapy is delivered by mental health professionals such as psychologists, mental health social workers and mental health nurses.	 All ages Be experiencing moderate to severe symptoms of depression, anxiety, and/or stress that is impacting life Not currently accessing other psychological intervention services Unable to access Medicare psychological services (Better Access) 	Health professionals can refer patients via online referral form (MHTP required).	3
Next Step Psychological Intervention Services Cool Kids Anxiety Program	Phone: (02) 6162 6111 Email: enquiries@mccg.org.au https://mccg.org.au/services/next- step/ Provided by: Marymead CatholicCare Canberra and Goulbourn	The Next Step Cool Kids and Cool Little Kids Anxiety Program is a 10-week group program for children who are experiencing anxiety. The program uses CBT to help children and their carers to better understand anxiety and develop strategies to manage their anxiety, with a focus on teaching practical skills. Dependent on the child's age, their carer may attend the sessions or if they're over 7 years, both the child and their carer will attend together.	 Ages 7-12, with carers Carers of children aged 0-6 Be experiencing symptoms of anxiety Not currently accessing other psychological intervention services 	Health professionals can refer patients via online referral form (MHTP required).	2
Inclusive Pathways Psychological Therapies Targeting Priority Populations	Phone: (02) 6257 2855 Email: wellbeingservices@meridianact.org.au https://www.meridianact.org.au/inc lusive_pathways Provided by: Meridian	Inclusive Pathways provides quality, accessible and culturally safe mental health support for people of diverse sexualities and genders, people with variations in sex characteristics and people exploring or uncertain of their gender identity, expression or sexuality.	 Ages 16 and over LGBTQIA+ or questioning and/or exploring 	People can refer themselves via online referral form (MHTP required). Health professionals can refer patients via online referral form (MHTP required).	3

Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
Aboriginal and Torres Strait Islander Mental Health Service	Phone: (02) 6284 6222 Fax: (02) 6284 6200 https://winnunga.org.au/clinical/ Provided by: Winnunga Nimmityjah Aboriginal Health & Community Services (AHCS)	Aboriginal and Torres Strait Islander Mental Health Service offers timely, culturally appropriate access for young people and families to GPs, Psychologists and Psychiatrists providing comprehensive assessment, treatment and links to other social and emotional well-being services e.g. Social Health, Counselling, Youth Services, Alcohol and Other Drug (AOD) support services.	 Ages 25 and under Aboriginal and Torres Strait Islander people living in the ACT or Queanbeyan Be linked with Winnunga Nimmityjah AHCS as a client 	Health professionals can refer patients via phone or fax (MHTP required) .	3
The Way Back Support Service	Phone: 1800 929 222 https://www.wcs.org.au/services/subacute/the-way-back-support-service/ Provided by: Woden Community Service	The Way Back Support Service is a voluntary, non-clinical suicide aftercare program designed to provide support and guidance to individuals who have experienced a recent suicide attempt or suicidal crisis. The program offers up to 12 weeks of outreach to help participants in their recovery and ongoing wellbeing	Following a suicide attempt In or following a suicidal crisis	GPs, hospital-based health professionals, and the Home Assessment and Acute Response Team (HAART) can directly refer patients.	N/A







Service Name	Contact Details	Service Description	Target audience	Referral Information
Alcohol & Other Drugs				
The Connection	Phone: (02) 6253 3643 Email: info@cahma.org.au https://www.cahma.org.au/programs /the-connection/ Provided by: Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)	The Connection is a peer based service, run by and for Aboriginal and Torres Strait Islander people. The service focuses on the holistic needs of the Indigenous community in the ACT. The Connection aims to empower people to gain control of their health and wellbeing by providing culturally secure peer treatment support and case management services.	All ages Aboriginal and Torres Strait Islander people	People can refer themselves via phone, email, or walk-in. Health professionals can refer patients via phone or online referral form.
Peer Treatment Support Service	Phone: (02) 6253 3643 Email: info@cahma.org.au https://www.cahma.org.au/programs/ peer-treatment-support/ Provided by: Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)	The Peer Treatment Support Service is aimed at engaging and empowering people experiencing drug dependence through complex case management and a person-centred approach. This includes education about AOD treatment options, supported service navigation and referral pathways throughout the healthcare system, transport to appointments, access to a support person in health appointments, and support with primary healthcare needs.	 All ages Be experiencing alcohol and/or drug dependence 	People can refer themselves via phone, email, or walk-in. Health professionals can refer patients via phone or online referral form.
Support Connections	Phone: (02) 6163 7695 Email: reachingout@mccg.org.au https://mccg.org.au/services/alcohol -other-drug-aod-support- connections/ Provided by: Marymead CatholicCare Canberra and Gouldburn	Support Connections provides specialist AOD case management services via assertive outreach through the AOD Support Connections Case Manager. The Case Manager works closely with housing and homelessness services, allied health providers, and other community agencies to provide holistic and coordinated care.	 Ages 16 and over Be experiencing alcohol and/or drug dependence 	People can refer themselves via phone, email, or walk-in. Health professionals can refer patients via phone or online referral form.
Reaching Out	Phone: (02) 6163 7695 Email: reachingout@mccg.org.au https://mccg.org.au/services/the- reaching-out-program/ Provided by: Marymead CatholicCare Canberra and Gouldburn	The Reaching Out program provides assertive outreach AOD counselling that is person-centred with client-led goal setting in a place that is convenient and safe for clients. Counsellors also support family and friends of people impacted by AOD.	 Ages 13 and over Be experiencing alcohol and/or drug dependence Families, friends, and/or carers of people aged 13 and over who are impacted by AOD use. 	People can refer themselves via phone, email, or walk-in. Health professionals can refer patients via phone or online referral form.

Service Name	Contact Details	Service Description	Target audience	Referral Information		
Althea Wellness Centre	Phone: (02) 6132 4800 Email: reception@directionshealth.com https://directionshealth.com/althea- wellness-centre/ Provided by: Directions Health Services	Althea Wellness Centre is a specialist primary health clinic providing GP, nursing, psychiatry, psychology, pharmacology and counselling services for individuals and their families impacted by current or past alcohol and drug use, mental health and other complex health and wellbeing issues. The services include, but are not limited to: • General health care, medication reviews, and immunisations • Vein care and wound management • Sexual health checks and blood borne virus screening and treatment • Opioid replacement therapy • Smoking cessation or reduction support • Referrals to other services, including priority referral to ACT dental services.	Ages 18 and over Be experiencing alcohol and/or drug dependence Families of people experiencing alcohol and/or drug dependence	People can refer themselves or others via phone or email. Health professionals can refer patients via phone or email.		
Arcadia House	Phone: (02) 6132 4800 Email: reception@directionshealth.com https://directionshealth.com/arca dia-house/ Provided by: Directions Health Services	Arcadia House is a residential facility which offers a range of rehabilitation programs, including a residential and day programs at varying lengths. Arcadia supports clients to abstain from AOD and develop positive life skills that can be utilised to achieve personal goals and maintain a healthy lifestyle. Services available include case management, counselling, therapeutic groups and relapse prevention, and peer support.	 Ages 18 and over Be experiencing alcohol and/or drug dependence 	People can refer themselves or others via phone or email. Health professionals can refer patients via phone or email.		
'Chat to Pat' Pathways to Assistance and Treatment (PAT) Van	Phone: (02) 6132 4800 Email: reception@directionshealth.com https://directionshealth.com/ch at-to-pat/ Provided by: Directions Health Services	'Chat to PAT' is a purpose-built mobile clinic that provides wrap around support to marginalised Canberrans who can't easily access health services, including people who are homeless or experiencing significant disadvantages. This service is provided by a multi-disciplinary team which includes GPs, nurses, counsellors and mental health practitioners. The team provides primary health care, mental health care, drug and alcohol support and case management.	All ages Marginalised and vulnerable populations	People can refer themselve s via drop in at outreach locations.		







Service Name	Contact Details	Service Description	Target audience	Referral Information
Non Residential Withdrawal Support Service	Phone: (02) 6185 1300 Email: communitynurses@karralika.org.au https://karralika.org.au/avada_port folio/non-residential-withdrawal/ Provided by: Karralika	The Non-Residential Withdrawal Program is a community-based program led by a nurse who supports people to safely cease or reduce AOD use in the comfort of their own home or an agreed environment, in collaboration with the person's GP, pharmacist, support person, and other service providers. The program aims to restore people's health and wellbeing in the short-term, to facilitate their ongoing AOD treatment.	 Ages 12 and over Experiencing mild to moderate withdrawals when ceasing or reducing AOD Can safely reduce or withdraw from substances, with support from other health professionals where required. 	People can refer themselves via email or phone. Health professionals can refer patients via email or phone.
Karralika Justice Services	Phone: (02) 6163 0200 Email: referrals@karralika.org.au https://karralika.org.au/avada_po rtfolio/justice-services- counselling/ Provided by: Karralika	Karralika Justice Services provides community-based AOD counselling for individuals associated with or exiting the criminal justice system which is trauma informed, specialised and tailored. Karralika Justice Services are aimed at developing strategies to address AOD use, promoting harm minimisation, treatment and relapse prevention planning, and support with transitioning back into the community.	 Ages 18 and over Be experiencing alcohol and/or drug dependence Be based in the community (not currently incarcerated) Be engaged with ACT Corrective Services, or have disconnected from ACT Corrective Services in the past 3 months. 	People can refer themselves via phone if they have previously engaged with the service. Community Corrections Officers can refer clients via online form.
Toora AOD Day Program	Phone: (02) 6122 7000 Email: intake@toora.org.au https://www.toora.org.au/our- services/alcohol-and-other- drug-services/ Provided by: Toora Women Inc.	The Toora AOD Day Program is an 8-week group program that provides intensive support to maintain abstinence from AOD. The program provides holistic support including information, education and skill-building, assistance with AOD reduction and cessation, and identifying triggers for AOD use to assist with relapse prevention.	 Ages 18 and over Women, non-binary and other feminine identifying people Be experiencing alcohol and/or drug dependence Living in stable accommodation to safely participate in the program 	People can refer themselves via email or phone.

Service Name	Contact Details	Service Description	Target audience	Referral Information
Psychosocial Support				
Alongside Commonwealth Psychosocial Support Services	Phone: (02) 6132 4800 Email: reception@directionshealth.com Provided by: Directions Health Services	Alongside provides psychosocial support for people with severe mental illness and experiencing comorbid and trimorbid issues (with dual diagnosis of mental health, substance use and/or physical health issues) who do not have access to the NDIS or other capacity building supports.	 Ages 16 – 64 Be experiencing alcohol and/or drug dependence and co-occurring conditions, such as mental health or physical health concerns. Not supported by NDIS or other capacity building supports 	People can refer themselves or others via phone or email. Health professionals can refer patients via phone or email.
Bloom Healthy Living Commonwealth Psychosocial Support Services	Phone: 1300 779 270 https://www.flourishaustralia.org. au/access-support Provided by: Flourish Australia	Bloom Healthy Living is a non-clinical community based psychosocial support for adults with severe mental illness and associated psychosocial functional impairment who are not supported by NDIS. E.g. Daily support, social support, accommodation and employment assistance, and education and training.	Ages 18-64 Not supported by NDIS	People can refer themselves via phone or online referral form. Health professionals can refer patients via phone or online referral form.
New Path Commonwealth Psychosocial Support Services	Phone: (02) 6282 2644 Email: CPSPReferrals@wcs.org.au https://www.wcs.org.au/services/su bacute/cpspnewpath/ Provided by: Woden Community Service	New Path is a mental health recovery program providing psychosocial support to assist with managing daily activities and supporting independent living for those experiencing severe mental illness and associated psychosocial functional impairment.	Typically ages 18-35 (available up to age 64) Not supported by NDIS	People can refer themselves via phone or online referral form Health professionals can refer patients via phone or online referral form.





24 HOUR SERVICES























National Alcohol and Other Drug Hotline

National Alcohol and
Other Drug hotline
1800 250 015
For people struggling
with their use of alcohol
and/or other drugs





OTHER SERVICES



Medicare Mental Health 1800 595 212 For everyone



SANE Support Line
1800 187 263
For people with complex
mental health needs



Blue Knot Helpline and
Redress Support Service
1300 657 380
For adult survivors of
childhood trauma and their
supporters



eheadspace 1800 650 890 For young people ages 12-25



<u>Qlife</u> 1800 184 527 For LGBTQIA+ people



<u>Drs 4 Drs</u> 1300 374 377 For Doctors and medical students



TIACS
Text or call 0488 846 988
For tradies, truckies,
farmers and blue-collar
workers



Butterfly National
Helpline
1800 33 4673
For people concerned
about eating disorders or
body image issues



PANDA

PANDA National Helpline

1300 726 306

For people impacted by

mental health changes

during the perinatal period



Griefline Helpline
1300 845 745
For people
experiencing grief



Centre
(02) 6247 2525
For anyone affected by sexual violence at any point in their life



Peer CARE Companion
Warmline
1800 777 337
For people with a lived experience of suicide



