

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
January 2026

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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.

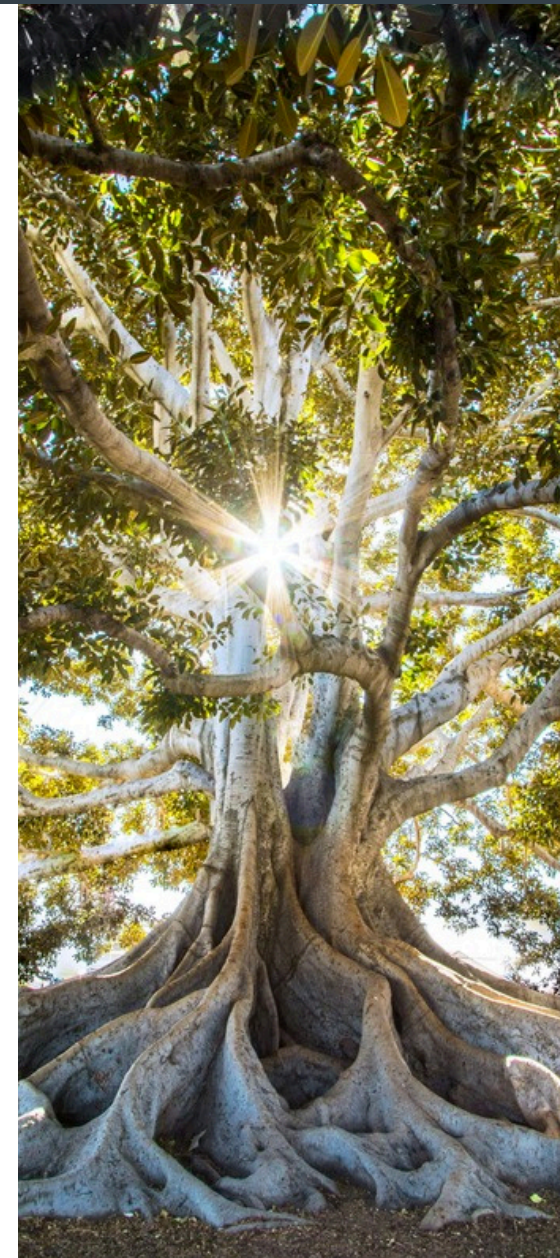
ACKNOWLEDGEMENTS



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](#).

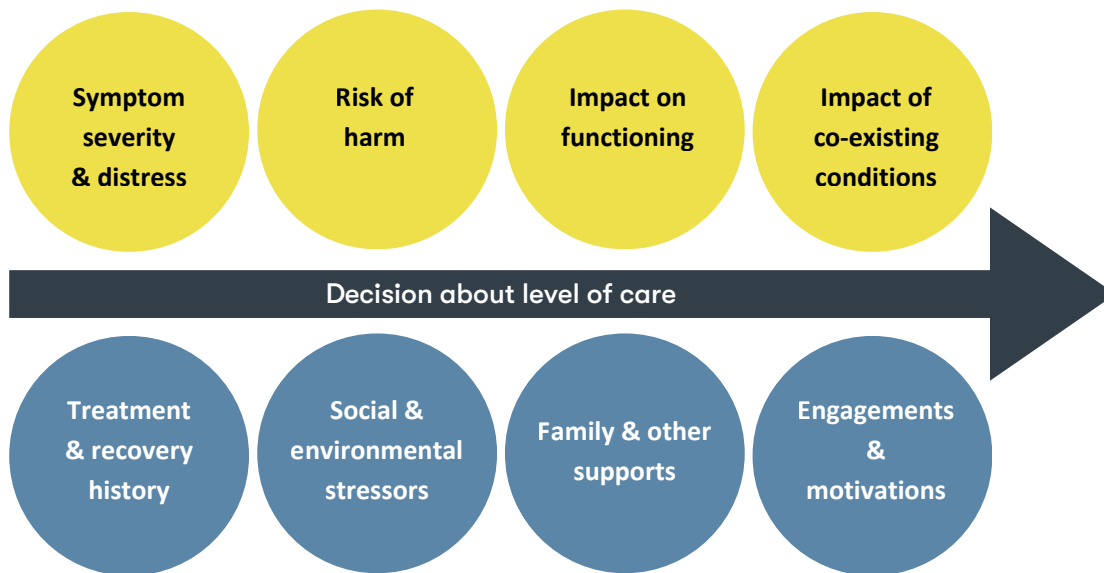
INITIAL ASSESSMENT AND REFERRAL DECISION SUPPORT TOOL (IAR-DST)

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/#/>

Assessment Domains

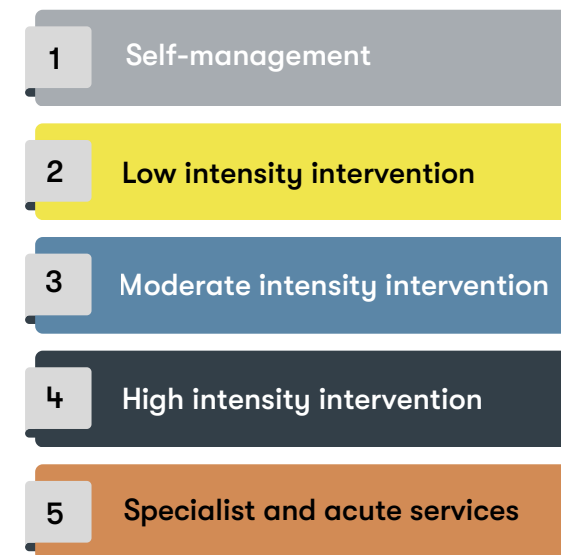



The IAR-DST is informed by an IAR guidance which outlines the 8 domains and 5 levels of care within the stepped care approach.

There are 4 adaptations currently available are based on age:


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


Levels of care




Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
Service Navigation					
Medicare Mental Health Phone Service	<p>Phone: 1800 595 212</p> <p>Provided by: Think Mental Health</p>	<p>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.</p>	<ul style="list-style-type: none">• All ages• Nationwide	<p>People can access support and information via phone.</p> <p>Health professionals can access support and information for themselves and their patients via phone.</p>	<div>N/A</div>
Integrated Team Care (ITC) Program 	<p>Phone: 1800 879 096 or (02) 4448 2200 Email: argus.gphsouthern@gph.org.au</p> <p>https://www.gph.org.au/services/aboriginal-health/itc/</p> <p>Provided by: Grand Pacific Health</p> <p>Please note: Winnunga Nimmityjah AHCS offer this program internally for clients attending their service</p>	<p>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.</p>	<ul style="list-style-type: none">• 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	<p>Health professionals can refer patients via email, phone, fax or online with a GPMP/ TCA to GPH Integrated Care Intake</p>	<div>N/A</div>
Mental health					
Canberra Medicare Mental Health Centre Formerly Canberra Head to Health	<p>Phone: 5117 4357 Email: intake@thinkmh.com.au</p> <p>https://canberrammhc.com.au</p> <p>Provided by: Think Mental Health</p>	<p>Canberra Medicare Mental Health Centre provides the following services:</p> <ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<p>People can refer themselves or others via walk in or online form.</p> <p>Health professionals can refer patients via phone, email or fax (MHTP not required).</p>	<div>3</div> <div>4</div>

Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
headspace Canberra	<p>Phone: (02) 6113 5700</p> <p>Email: hcinfo@gph.org.au</p> <p>https://headspace.org.au/headspace-centres/headspace-canberra/</p> <p>Provided by: Grand Pacific Health</p>	<p>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:</p> <ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Ages 12-25 years 	<p>People can refer themselves or others via walk in or phone.</p> <p>Health professionals can refer patients via phone, email, or fax (MHTP not required).</p>	<div>2</div> <div>3</div>
headspace Early Psychosis Canberra	<p>Phone: (02) 6113 5700</p> <p>https://headspace.org.au/headspace-centres/headspace-canberra/</p> <p>Provided by: Uniting NSW.ACT</p>	<p>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.</p>	<ul style="list-style-type: none"> • Ages 12-25 years • Experiencing symptoms of psychosis and/or recent functional decline 	<p>People can refer themselves or others via walk in or phone.</p> <p>Health professionals can refer patients via phone, email, or fax (MHTP not required).</p>	<div>3</div> <div>4</div>
headspace Tuggeranong	<p>Phone: (02) 62982920</p> <p>Email: info@headspacecanberra.org.au</p> <p>https://headspace.org.au/headspace-centres/tuggeranong/</p> <p>Provided by: Grand Pacific Health</p>	<p>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:</p> <ul style="list-style-type: none"> • Youth counsellors • Mental health counsellors • Family counsellors • Drug and alcohol support workers • Vocational support workers • A general practitioner 	<ul style="list-style-type: none"> • Ages 12-25 years 	<p>People can refer themselves or others via walk in or phone.</p> <p>Health professionals can refer patients via phone, email, or fax (MHTP not required).</p>	<div>2</div> <div>3</div>

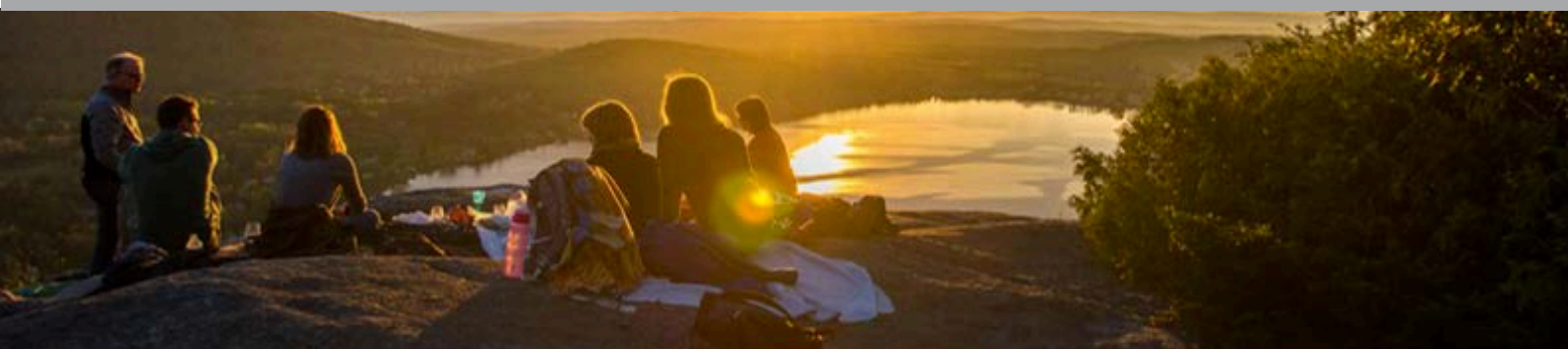
Service Name	Contact Details	Service Description	Target audience	Referral Information	IAR Level of Care
Next Step Psychological Intervention Services Mental Health Coaching	Phone: (02) 6162 6111 Email: enquiries@mccg.org.au https://mccg.org.au/services/next-step/ Provided by: Marymead CatholicCare Canberra 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.	<ul style="list-style-type: none"> • 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.	<ul style="list-style-type: none"> • 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 4
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.	<ul style="list-style-type: none"> • 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 3
Inclusive Pathways Psychological Therapies Targeting Priority Populations 	Phone: (02) 6257 2855 Email: wellbeing@meridianact.org.au https://www.meridianact.org.au/inclusive_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.	<ul style="list-style-type: none"> • 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).	2 3 4

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.	<ul style="list-style-type: none"> • 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).	<div>2</div> <div>3</div> <div>4</div>
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	<ul style="list-style-type: none"> • 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.	<div>N/A</div>



Service Name	Contact Details	Service Description	Target audience	Referral Information
Alcohol & Other Drugs				
The Connection 	<p>Phone: (02) 6253 3643 Email: info@cahma.org.au</p> <p>https://www.cahma.org.au/programs/the-connection/</p> <p>Provided by: Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)</p>	<p>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.</p>	<ul style="list-style-type: none"> All ages Aboriginal and Torres Strait Islander people 	<p>People can refer themselves via phone, email, or walk-in.</p> <p>Health professionals can refer patients via phone or online referral form.</p>
Peer Treatment Support Service	<p>Phone: (02) 6253 3643 Email: info@cahma.org.au</p> <p>https://www.cahma.org.au/programs/peer-treatment-support/</p> <p>Provided by: Canberra Alliance for Harm Minimisation & Advocacy (CAHMA)</p>	<p>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.</p>	<ul style="list-style-type: none"> All ages Be experiencing alcohol and/or drug dependence 	<p>People can refer themselves via phone, email, or walk-in.</p> <p>Health professionals can refer patients via phone or online referral form.</p>
Support Connections	<p>Phone: (02) 6163 7695 Email: reachingout@mccg.org.au</p> <p>https://mccg.org.au/services/alcohol-other-drug-aod-support-connections/</p> <p>Provided by: Marymead CatholicCare Canberra and Goulburn</p>	<p>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.</p>	<ul style="list-style-type: none"> Ages 16 and over Be experiencing alcohol and/or drug dependence 	<p>People can refer themselves via phone, email, or walk-in.</p> <p>Health professionals can refer patients via phone or online referral form.</p>
Reaching Out	<p>Phone: (02) 6163 7695 Email: reachingout@mccg.org.au</p> <p>https://mccg.org.au/services/the-reaching-out-program/</p> <p>Provided by: Marymead CatholicCare Canberra and Goulburn</p>	<p>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.</p>	<ul style="list-style-type: none"> 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. 	<p>People can refer themselves via phone, email, or walk-in.</p> <p>Health professionals can refer patients via phone or online referral form.</p>

Service Name	Contact Details	Service Description	Target audience	Referral Information
Althea Wellness Centre	<p>Phone: (02) 6132 4800 Email: reception@directionshealth.com</p> <p>https://directionshealth.com/althea-wellness-centre/</p> <p>Provided by: Directions Health Services</p>	<p>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:</p> <ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Ages 18 and over • Be experiencing alcohol and/or drug dependence • Families of people experiencing alcohol and/or drug dependence 	<p>People can refer themselves or others via phone or email.</p> <p>Health professionals can refer patients via phone or email.</p>
Arcadia House	<p>Phone: (02) 6132 4800 Email: reception@directionshealth.com</p> <p>https://directionshealth.com/arcadia-house/</p> <p>Provided by: Directions Health Services</p>	<p>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.</p>	<ul style="list-style-type: none"> • Ages 18 and over • Be experiencing alcohol and/or drug dependence 	<p>People can refer themselves or others via phone or email.</p> <p>Health professionals can refer patients via phone or email.</p>
‘Chat to Pat’ Pathways to Assistance and Treatment (PAT) Van	<p>Phone: (02) 6132 4800 Email: reception@directionshealth.com</p> <p>https://directionshealth.com/chat-to-pat/</p> <p>Provided by: Directions Health Services</p>	<p>‘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.</p>	<ul style="list-style-type: none"> • All ages • Marginalised and vulnerable populations 	<p>People can refer themselves via drop in at outreach locations.</p>



Service Name	Contact Details	Service Description	Target audience	Referral Information
Non Residential Withdrawal Support Service	<p>Phone: (02) 6185 1300</p> <p>Email: communitynurses@karralika.org.au</p> <p>https://karralika.org.au/avada_portfolio/non-residential-withdrawal/</p> <p>Provided by: Karralika</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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. 	<p>People can refer themselves via email or phone.</p> <p>Health professionals can refer patients via email or phone.</p>
Karralika Justice Services	<p>Phone: (02) 6163 0200</p> <p>Email: referrals@karralika.org.au</p> <p>https://karralika.org.au/avada_portfolio/justice-services-counselling/</p> <p>Provided by: Karralika</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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. 	<p>People can refer themselves via phone if they have previously engaged with the service.</p> <p>Community Corrections Officers can refer clients via online form.</p>
Toora AOD Day Program	<p>Phone: (02) 6122 7000</p> <p>Email: intake@toora.org.au</p> <p>https://www.toora.org.au/our-services/alcohol-and-other-drug-services/</p> <p>Provided by: Toora Women Inc.</p>	<p>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.</p>	<ul style="list-style-type: none"> • 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 	<p>People can refer themselves via email or phone.</p>



Service Name	Contact Details	Service Description	Target audience	Referral Information
Psychosocial Support				
Alongside Commonwealth Psychosocial Support Services	<p>Phone: (02) 6132 4800</p> <p>Email: reception@directionshealth.com</p> <p>Provided by: Directions Health Services</p>	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.	<ul style="list-style-type: none"> • 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 	<p>People can refer themselves or others via phone or email.</p> <p>Health professionals can refer patients via phone or email.</p>
Well Connect ACT Psychosocial Support Services	<p>Phone: (02) 1300 111 400</p> <p>Email: act@wellways.org.au</p> <p>www.wellways.org_</p> <p>Provided by: Wellways</p>	Well Connect ACT is a non-clinical psychosocial support program for people between the ages 16-64 with severe mental illness and associated psychosocial disfunction who are not eligible or supported through the NDIS.	<ul style="list-style-type: none"> • Ages 16 – 64 • Not supported by NDIS 	<p>People can refer themselves via phone, email or online.</p> <p>Health professionals can refer patients via phone, email or online</p>



24 HOUR SERVICES



Access Mental Health

1800 629 354

For everyone



Suicide Call Back Service

1300 659 467

For everyone



Lifeline

13 11 14

For everyone



Beyond Blue

1300 22 4636

For everyone



13YARN

13 92 76

For Aboriginal and Torres
Strait Islander people



Brother to Brother

1800 435 799

For Aboriginal and Torres
Strait Islander people



Mensline Australia

1300 78 99 78

For men



Open Arms

1800 011 046

For veterans and families



1800RESPECT

1800 737 732

For people impacted by
domestic, family, or
sexual violence



Domestic Violence Crisis

Service

(02) 6280 0900

For people who are
experiencing or have
experienced domestic and
family violence



Kids Helpline

1800 55 1800

For young people
ages 5-25

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

Medicare Mental Health

1800 595 212

For everyone

SANE We're people like you.

SANE Support Line

1800 187 263

For people with complex mental health needs

blueknot
empowering recovery from complex trauma

Blue Knot Helpline and Redress Support Service

1300 657 380

For adult survivors of childhood trauma and their supporters

headspace

headspace

1800 650 890

For young people ages 12-25



Qlife

1800 184 527

For LGBTQIA+ people

DRS4DRS

Drs 4 Drs

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

Griefline Helpline

1300 845 745

For people experiencing grief



Canberra Rape Crisis 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

phn
ACT

An Australian Government Initiative

Capital Health Network

Partnering for better health

Note: These services are not provided by Capital Health Network