

Sunraysia Mallee

2021 Mental health services promotion guide

Murray PHN's strategic health priorities include the health issues that have the greatest impact on the lives of our community, such as mental illness.

Mental illness includes a wide range of conditions that affect how we feel and think. Most of these are first experienced in the late teens or early twenties, but for some people, they may occur later in life.

Mental illnesses vary in how long they affect people: sometimes a single episode, sometimes a lifelong condition. They also vary in severity: sometimes transitory, sometimes causing psychosocial disability requiring long-term support.

People experiencing mental illness are more likely to experience poor physical health, homelessness, have poor oral health, and comorbidities such as chronic disease and alcohol and other drug dependencies.

The good news is that many people with mental illness can recover and lead fulfilling lives in the community - when they receive appropriate ongoing treatment and support.

Wellbeing and resilience are important in preventing the onset of mental illness, as well as potentially lessening the severity of existing conditions. Wellbeing and resilience promotion can include: encouraging continued connection with natural supports, such as family of choice, social networks, job or education opportunities, and fostering healthy communities and self-help behaviours.

This document aims to assist organisations that play a role in supporting and maintaining community health and wellbeing, to have greater understanding of mental illnesses and their prevalence, and the appropriate strategies and supports available, including local services in the Sunraysia and North West Mallee regions.

For further information contact:

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Murray PHN

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www.murrayphn.org.au

Australian population prevalence of mental illness¹

GROUPS AT RISK	MILD	MODERATE	SEVERE/COMPLEX	ACUTE EPISODE/CRISIS
<ul style="list-style-type: none"> Mental illness refers to a clinically diagnosable disorder(s) that significantly interferes with an individual's cognitive, emotional or social abilities (COAG Health Council 2017) The term covers a spectrum of disorders that vary in severity and duration (Slade et al.2009) - from mild to severe and persistent - and may also be over a lifetime. Nearly half of the Australian adult population will experience mental illness at some point. Episodic. Episodic mental illness can have damaging effects on individuals and their families, and its influence is far-reaching for society as a whole Social problems commonly associated with mental illness include poverty, unemployment or reduced productivity, and homelessness Many people with experience of mental illness do not seek support for their condition – less than half access treatment Rates of help-seeking and treatment are much lower in prevalence in the community 	<ul style="list-style-type: none"> Each year, it is estimated that more than 3.6 million Australians (aged 16 to 85 years) - representing about 20 per cent of adults – and almost 600,000 children and young people between the ages of four and 17, are affected by a clinically significant mental health problem 	<ul style="list-style-type: none"> In Australia, each year approximately 17 in 100 people will experience a mild or moderate mental illness Between 4 and 6 per cent of the Australian population (about 1.2 million people) have a moderate mental disorder, and a further 9 - 12 per cent (about 2.6 million people) have a mild disorder 	<ul style="list-style-type: none"> Each year, three in 100 Australian people acquire a severe mental illness (either persistent or episodic) requiring significant clinical care and day-to-day support There are an estimated 9,000 premature deaths each year among people with a severe mental illness The gap in life expectancy for people with psychosis compared to the general population is estimated to be between 14 and 23 years 	<ul style="list-style-type: none"> Australians made 286,985 mental health-related presentations to emergency departments in 2017–18 Suicide is the leading cause of death among people between aged 15 and 44 years

¹ National Mental Health Commission (2014). The National Review of Mental Health Programmes and Services: Contributing Lives Thriving Communities. NMHC. Sydney, National Mental Health Commission, Sydney: 24; and Australian Government (2019). Mental health services In brief 2019, Australian Institute of Health and Welfare, Canberra ACT:48

Indicators or symptoms of mental illness²

GROUPS AT RISK	MILD	MODERATE	SEVERE/COMPLEX	ACUTE EPISODE/CRISIS
<p>At risk groups³ include:</p> <ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander people • People living in rural and remote regions • Carers • New parents • 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 • People living with experienced childhood trauma • Veterans • Those experiencing relationship problems • Those who have experienced or are experiencing family violence • Those experiencing grief and loss, legal or disciplinary problems and bullying behaviours <p>EARLY INDICATORS OR SYMPTOMS</p> <ul style="list-style-type: none"> • Stressed/overwhelmed • Anxious/worried/nervous • Restless/fidgety • Angry/irritable • Sad • Physically inactive/tired • Working too much or too little 	<p>Early/recent onset of symptoms (that have persisted for more than two weeks) and that are having mild impacts on day-to-day functioning include:</p> <p>PHYSICAL</p> <ul style="list-style-type: none"> • Sick and/or run down • Psychological • Loss of interest in activities usually enjoyed • Increased concern for, and/or help-seeking rate, for physical health issues (including for the physical health of babies or children if new parent) • Somewhat overwhelmed by tasks that would normally be done with ease • Unable to concentrate <p>BEHAVIOURAL</p> <ul style="list-style-type: none"> • Sleep disturbance (sleeping too little or too much) • Impaired appetite or over-eating (losing or gaining weight) • Avoiding others (not attending) • Possible escalation in alcohol intake, drug use and/or smoking • Behaving out of character <p>CHARACTERISTICS</p> <ul style="list-style-type: none"> • May or may not have a formal diagnosis • Maintains ability/capacity to self-manage care • No/ low risk to self or others 	<p>Progression to symptoms that are moderately impacting day-to-day functioning, include:</p> <p>PHYSICAL</p> <ul style="list-style-type: none"> • Panic attacks, hot and cold flushes, racing heart, tightening of the chest, quick breathing, restlessness or feeling tense, wound up and edgy, dizzy, lightheaded or faint, headaches and muscle/stomach pains • Digestive upsets, nausea, changes in bowel habits <p>PSYCHOLOGICAL</p> <ul style="list-style-type: none"> • Excessive fear, worry, catastrophising or obsessive thinking • Urges to perform certain rituals in a bid to relieve anxiety • Difficulty making decisions, memory problems • Overwhelmed by, or unable to complete, tasks that would normally be done with ease • Depressed mood (guilt, hopelessness, feeling worthless) or fluctuating mood • Inability to feel pleasure in normally pleasurable activities <p>BEHAVIOURAL</p> <ul style="list-style-type: none"> • Difficulty getting motivated • Behaving out of character • Agitation, hand wringing, pacing • Escalation in alcohol intake, drug use and/or smoking • Impaired libido • Neglect of personal hygiene or lack of care for appearance e.g. not showering <p>CHARACTERISTICS</p> <ul style="list-style-type: none"> • Symptoms likely to meet diagnostic criteria • May need support from multiple providers/ require collaborative care • Potential co-morbid conditions e.g. alcohol and other drug use, physical health issues • Ability to self-manage care impacted • Low-moderate risk to self/ others • Symptoms that are significantly impacting day-to-day functioning (social, personal and work life) 	<p>Symptoms that are significantly impacting day-to-day functioning (social, personal and work life), include:</p> <p>CHARACTERISTICS</p> <ul style="list-style-type: none"> • Complex/clinical/multi-agency needs that require clinical care coordination • Has had or is at risk of needing hospital treatment • Clearly diagnosable severe symptoms <p>RECURRING AND EPISODIC</p> <ul style="list-style-type: none"> • Restricted ability to self-manage care • Low-moderate risk to self/others <p>SEVERE AND PERSISTENT</p> <ul style="list-style-type: none"> • Moderate to high risk to self/ others • Requiring formal supports to maintain functioning 	<p>Symptoms that require urgent intervention to prevent deterioration and/or loss of life, include:</p> <p>PSYCHOSIS</p> <ul style="list-style-type: none"> • Loss of capacity to tell what's real from what isn't • Believing or sensing things that aren't real • Behaving in a way that's reckless, strange or out of character • Increased anger, aggression or suspiciousness • Inactivity and/or hyperactivity <p>SUICIDAL WARNING SIGNS</p> <ul style="list-style-type: none"> • Social withdrawal • Uncharacteristically reckless behaviour • Alcohol or drug abuse • Giving away sentimental or expensive possessions • Expressing hopelessness • Failing to see a future • Believing they are a burden to others • Saying they feel worthless or alone • Talking about their death or wanting to die • Sudden improvement after a period of low mood

² Mildura Base Public Hospital Mental Health Stepped Care Pathways, Mildura, Robinvale, Ouyen November, 2020 and Cosci, F. and G. A. Fava (2013). "Staging of mental disorders: systematic review." *Psychotherapy and Psychosomatics* 82(1): 20-34; Australian Government Department of Health: headtohealth.gov.au (accessed 18 December 2020), Beyond Blue beyondblue.org.au (accessed 21 December 2020), SANE Australia sane.org.au (accessed 21 December 2020).

³ National Mental Health Commission (2014). *The National Review of Mental Health Programmes and Services: Contributing Lives Thriving Communities*. NMHC. Sydney, National Mental Health Commission, Sydney: 24.

Strategies and supports

WELL	GROUPS AT RISK	MILD	MODERATE	SEVERE/COMPLEX	ACUTE EPISODE/CRISIS
<ul style="list-style-type: none"> Wellbeing and resilience promotion Encourage continued connection with natural supports: family of choice, social network, job or education Foster healthy communities and encourage self-help GPs can support people to maintain health and wellbeing 	<ul style="list-style-type: none"> Address social and economic determinants of mental health Investment in prevention and early intervention Provide access to information and evidence-based supports 	<ul style="list-style-type: none"> Provide and promote access to 'lower intensity' services such as brief counselling or group support 	<ul style="list-style-type: none"> Primary care services delivered by local mental health professionals 	<ul style="list-style-type: none"> Coordinated multi-agency care for people with complex needs Clinical care using a combination of GP care, psychiatrists, mental health nurses, psychologists and allied health 	<ul style="list-style-type: none"> Life threatening support and urgent treatment to prevent deterioration

Promotional resources

HEADTOHELP

Established by PHNs, HeadtoHelp services are funded by the Commonwealth Government. They offer free mental health support to Victorians and people living in border communities. Download posters and digital resources for sharing: murrayphn.org.au/headtohelp

SUICIDE PREVENTION RESOURCE CARDS

Collated by Murray PHN, these resource cards feature phone numbers and websites to offer support to those experiencing mental illness. You can pick one up at local cafes and businesses or if you'd like to have some copies to distribute, please email: mkelly@murrayphn.org.au

In times like these, it's OK to be a bit uncertain.
 Maybe a little stressed, anxious or sad.
 But what if these feelings get too much or go on for a while?
 The sooner you HeadtoHelp, the better you'll feel.
Call 1800 595 212
 and find the best mental health support for you.

To find out more go to headtohelp.org.au

Feeling uncertain?
 Feeling sad?
 Job worries?

Sunraysia Mallee Preventing suicide in our community #YouCanTalk

24/7 help in recovery
 If you have been affected by suicide, the following services are available 24 hours a day, seven days a week. They provide support and counselling for families and friends who have lost someone, and anyone impacted by suicide.
 Standby Murray Support After Suicide: **1300 727 247**
 National Indigenous Critical Response Service: **1800 805 801**

#YouCanTalk
 Suicide can be prevented by recognising warning signs and knowing the four steps to help:
 1. Ask the question 'Has replied your loved one been yourself lately? Can we talk about what's troubling you?'
 2. Listen and stay calm. Check the person's safety and don't leave them alone.
 3. Get help. If someone's life is in danger, call 000. Listen 22 24 or take them to a hospital Emergency department.
 4. Follow up. Make sure you check on the person often. Search #YouCanTalk for more information.

Self care
 When you're putting emotional energy and effort into supporting another person and keeping them from harm, it's important that you look after yourself. Make your own health and wellbeing a priority: maintaining connections to community, culture, family and the land will help support and heal recovery from trauma.

24/7 urgent help
 Triple Zero (emergency) **000** Current action emergency self or others
 Lifeline **13 11 14** 24-hour crisis and suicide prevention support
 Midura **05 5022 3500** Base Public Hospital **1300 366 375** Mental Health Acute Community Intervention Service
 You can also go directly to the Emergency Department or Mental Health Service at Midura Base Public Hospital, or the Urgent Care Centre at the Mallee Track Health and Community Service Outlets.

Help within hours or days
 Visit your general practitioner. GPs can identify and support people in distress and refer them to services that can help.
 headspace Midura **03 5021 2400**
 eheadspace.org.au **1800 650 890**
 Support and counselling for young people and their families (12-25 years)
 Mallee District Aboriginal Services Drop in medical clinic with access to social and emotional wellbeing support
 Sunraysia Community Health Services **03 5022 5444**
 Mental and emotional support. Walk-in 10am-2pm weekdays
 beyondblue.org.au Depression, anxiety and related disorders **1300 224 636**

Prevention and support
 SuicideLine.org.au For people at risk of suicide, bereaved by suicide or concerned about someone else's risk of suicide **1300 651 251**
 HeadtoHelp.org.au Free mental health support between 8.30am and 5pm, Monday to Friday **1800 595 212**
 talktothemurray.org.au Free phone counselling services 24/7 for people 15 years and older **1300 022 946**
 MenLine.org.au Men with work, family and relationship concerns **1300 789 978**
 KidsHelpline.com.au Young people aged 5 - 25 years **1800 551 800**
 relationships.org.au Relationship support for individuals and families **1800 564 277**
 qline.org.au Anonymous and free LGBTIQ+ support **1800 184 527**
 DirectLine.org.au A telephone and online service supporting people seeking alcohol and other drugs information, advice or referral **1800 888 236**
 beyondblue.org.au Depression, anxiety and related disorders **1300 224 636**



Sunraysia Mallee Male suicide prevention toolbox

24/7 help in recovery
 If you have been affected by suicide, the following services are available 24 hours a day, seven days a week. They provide support and counselling for families and friends who have lost someone, and anyone impacted by suicide.
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 1. Ask the question 'Has replied your loved one been yourself lately? Can we talk about what's troubling you?'
 2. Listen and stay calm. Check the person's safety and don't leave them alone.
 3. Get help. If someone's life is in danger, call 000. Listen 22 24 or take them to a hospital Emergency department.
 4. Follow up. Make sure you check on the person often. Search #YouCanTalk for more information.

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phn MURRAY
 An Murrumbidgee Health Service
 VICTORIA State Government
 This information is correct at the time of printing (July 2021)
 The Healing, Being & Thriving Way

Sunraysia Mallee Preventing suicide in our community #YouCanTalk

Sunraysia Mallee Male suicide prevention toolbox

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 Triple Zero (emergency) **000** Current action emergency self or others
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Help within hours or days
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 qline.org.au Anonymous and free LGBTIQ+ support **1800 184 527**
 DirectLine.org.au A telephone and online service supporting people seeking alcohol and other drugs information, advice or referral **1800 888 236**
 beyondblue.org.au Depression, anxiety and related disorders **1300 224 636**

Support getting back on track
 Parents Beyond Blue **1300 855 437**
 Family and Community Support **1300 789 978**
 Relationships Australia **1300 364 377**
 Relationships Australia **1800 184 527**
 National Debt Helpline **1300 224 636**
 National Debt Helpline **1800 007 007**
 A free, confidential, 24-hour helpline for people with debt problems.
 A free, confidential, 24-hour helpline for people with debt problems.

Services in Sunraysia and North West Mallee

GROUPS AT RISK

VISIT YOUR GENERAL PRACTITIONER. GPs can support people to maintain health and wellbeing and identify the early signs of mental illness. With a mental health treatment plan, your GP can refer you to up to 10 Medicare rebated allied health mental health services per calendar year. There are many services that offer free and confidential support both online and over the phone, including:

HEADTOHELP

No cost. Available to anyone.
1800 595 212
headtohelp.org.au
Sunraysia Community Health Services
37 13th Street, Mildura VIC
(walk-in between 10am and 2pm weekdays).
mentalhealthhubs@schs.com.au

HEAD TO HEALTH

Links you with digital mental health services from some of Australia's most trusted organisations.
headtohealth.gov.au

BEYOND BLUE

Provides 24/7 mental health support.
1300 224 636
beyondblue.org.au

YARNING SAFE'N'STRONG

Provides 24/7 support for Aboriginal and Torres Strait Islander people. Culturally suitable counsellors help with social, emotional and financial wellbeing, medical help, COVID-19 advice, drug and alcohol counselling and rehab.
1800 959 563
vahs.org.au/yarning-safe-n-strong

QLIFE

LGBTIQA+ peer support and referral.
1800 184 527
qlife.org.au

MENSLINE

Specialists in family and relationship issues (including relationship breakdown, separation and divorce), parenting, family violence, suicide prevention and emotional wellbeing.
1300 789 978
mensLine.org.au

KIDS HELPLINE

Young people aged 5-25 years can access 24/7 support with resources for parents.
1800 551 800
KidsHelpline.com.au

PARENTLINE VICTORIA

Parents and carers of children from birth to 18 years old can receive support on parenting issues.
13 22 89

EHEADSPACE

Young people 12-25 and their family can chat with a qualified youth mental health professional.
1800 650 890
headspace.org.au/eheadspace

PANDA

Supports women, men and families across Australia affected by anxiety and depression during pregnancy and in the first year of parenthood.
1300 726 306
panda.org.au

OPEN ARMS

Counselling for veterans and their families.
1800 142 072

SAFE ZONE SUPPORT

Counselling for current serving personnel.
1800 011 046
openarms.gov.au

1800RESPECT

Counselling and support for people impacted by sexual assault, domestic or family violence and abuse.
1800 737 732
1800respect.org.au

DIRECTLINE

Alcohol and drug counselling and referral.
1800 888 236
directline.org.au

STANDBY MURRAY

Telephone or face to face support for individuals, families, friends, witnesses, first responders, schools, workplaces, community groups and sporting clubs bereaved or impacted by suicide. StandBy can be contacted 24/7.
1300 727 247
standbysupport.com

SUICIDELINE VICTORIA

Support to people at risk of suicide, people concerned about someone else's risk of suicide and people bereaved by suicide.
1300 651 251
suicideline.org.au

Services in Sunraysia and North West Mallee

MILD MENTAL ILLNESS

VISIT YOUR GENERAL PRACTITIONER. GPs can identify and support people who are experiencing mild mental illness and can refer them to appropriate local services. Other available services include:

HEADTOHELP

No cost. Available to anyone.
1800 595 212
headtohelp.org.au
Sunraysia Community Health Services
37 13th Street, Mildura VIC
(walk-in between 10am and 2pm weekdays).
mentalhealthhubs@schs.com.au

TALK IT OUT

Free phone and online counselling 24/7
to anyone 15 years and older.
1300 022 946
talkitoutmurray.org.au

HEADSPACE MILDURA

For people aged 12-25 years.
Drop in or call to make an appointment
2/125 Pine Avenue, Mildura VIC
03 5021 2400
headspace.org.au/headspace-centres/mildura/

EHEADSPACE

For people aged 12-25 years and
their families.
eheadspace.org.au
1800 650 890

CATHOLICCARE VICTORIA (FORMERLY CENTACARE)

Counselling: family mental health,
relationship and dispute resolution and
regional parenting program.
Psychological Wellbeing Service - children,
youth and adults. Groups and individuals.
Self-referral or by other provider. Fee for service.
136 Lime Avenue, Mildura VIC
03 5051 0000
www.ccam.org.au

MALLEE DISTRICT ABORIGINAL SERVICES

Social and emotional wellbeing hub: referrals to
psychological counselling, including children and
young people, couples and family groups who
are experiencing depression, anxiety, stress,
drug and alcohol issues, or wanting to improve
their overall emotional wellbeing.
120 Madden Avenue, Mildura VIC
03 5018 4100
77 Perrin Street, Robinvale VIC
03 4013 2000
mdas.org.au

SUNRAYSIA COMMUNITY HEALTH SERVICES

Mental health issues, including anxiety,
depression, grief and loss and life changes
– emotions, self-esteem, communication,
addiction and relapse, Trauma, torture and
abuse, including for refugees and new arrivals,
parenting, pain and a GP service.
137 Thirteenth Street (cnr Deakin Ave)
Mildura VIC
03 5022 5444
schs.com.au

ROBINVALE DISTRICT HEALTH SERVICES

Counselling and social work services.
The Mental Health Drop-in Clinic is a free,
confidential service offered to the whole of our
community. No appointments are necessary
Health and Wellbeing Centre
128-132 Latje Road, Robinvale VIC
03 50518160
rdhs.com.au

NSW HEALTH

Far West Mental Health Drug and Alcohol
Service provides a range of services and
programs for people living in Wentworth, and
surrounding areas (Dareton, Buronga, Gol Gol,
Euston) – from a hub based in Broken Hill.
Dareton Primary Health Centre
42-44 Tapio Street, Dareton NSW
03 50217200
fwlhd.health.nsw.gov.au

COOMEALLA HEALTH ABORIGINAL CORPORATION

Social emotional wellbeing support, suicide
prevention education and support (Kumpa Kiira
Suicide Prevention Project).
51 Sturt Place, Dareton NSW
03 5027 4824
chacams.org

MURRAY VALLEY ABORIGINAL CORPORATION

Offers a range of primary care services to the
Aboriginal and Torres Strait Islander community
of Robinvale, including general practice, social
and emotional wellbeing, drug and alcohol
counselling.
87 Latje Road, Robinvale VIC
03 5026 3353
mvac.org.au

Services in Sunraysia and North West Mallee

MODERATE MENTAL ILLNESS

VISIT YOUR GENERAL PRACTITIONER. GPs can identify and support people who are experiencing moderate mental illness and can refer them to appropriate local services.

Other available services include:

HEADTOHELP

No cost. Available to anyone.

1800 595 212

headtohelp.org.au

Sunraysia Community Health Services

37 13th Street, Mildura VIC

(walk-in between 10am and 2pm weekdays).

mentalhealthhubs@schs.com.au

HEADSPACE MILDURA

For people aged 12-25 years.

Drop in or call to make an appointment

2/125 Pine Avenue, Mildura VIC

03 5021 2400

headspace.org.au/headspace-centres/mildura/

EHEADSPACE

For people aged 12-25 years and their families.

ehespace.org.au

1800 650 890

MALLEE DISTRICT ABORIGINAL SERVICES

Social and emotional wellbeing hub: referrals to psychological counselling, including children and young people, couples and family groups who are experiencing depression, anxiety, stress, drug and alcohol issues, or wanting to improve their overall emotional wellbeing.

120 Madden Avenue, Mildura VIC

03 5018 4100

77 Perrin Street, Robinvale VIC

03 4013 2000

mdas.org.au

CATHOLICCARE VICTORIA (FORMERLY CENTACARE)

Psychological Wellbeing Service - children, youth and adults. Groups and individuals.

Self-referral or by other provider. Fee for service.

136 Lime Avenue, Mildura VIC

03 5051 0000

www.ccam.org.au

MILDURA BASE PUBLIC HOSPITAL

Psychological Therapy Services

216 Ontario Avenue, Mildura VIC

03 5022 3500

1300 366 375

mbph.org.au

SUNRAYSIA COMMUNITY HEALTH SERVICES

Mental health issues, including anxiety, depression, grief and loss and life changes

– emotions, self-esteem, communication, addiction and relapse, Trauma, torture and abuse, including for refugees and new arrivals, parenting, pain and a GP service.

137 Thirteenth Street (cnr Deakin Ave)

Mildura VIC

03 5022 5444

schs.com.au

ROBINVALE DISTRICT HEALTH SERVICES

Counselling and social work services.

The Mental Health Drop-in Clinic is a free, confidential service offered to the whole of our community. No appointments are necessary

Health and Wellbeing Centre

128-132 Latje Road, Robinvale VIC

03 50518160

rdhs.com.au

NSW HEALTH

Far West Mental Health Drug and Alcohol

Service provides a range of services and

programs for people living in Wentworth, and surrounding areas (Dareton, Buronga, Gol Gol,

Euston) – from a hub based in Broken Hill.

Dareton Primary Health Centre

42-44 Tapio Street, Dareton NSW

03 50217200

fwlhd.health.nsw.gov.au

ACCESSED BY GP, PAEDIATRICIAN OR PSYCHIATRIST REFERRAL

MALLEE FAMILY CARE

Children's Mental Health Services

122 Ninth Street, Mildura VIC

03 5023 5966

3 Devenport Street, Dareton NSW

03 5027 7600

59 Darling Street, Wentworth NSW

03 5027 3578

33 Herbert Street, Robinvale VIC

03 5026 1401 (appointment only)

malleefamilycare.com.au

TRISTAR MEDICAL GROUP

Psychotherapy, counselling and

pharmacological interventions.

Specialist perinatal psychological

therapy services.

87-89 Langtree Avenue, Mildura VIC

03 5022 5800

tristarmedicalgroup.com.au

Services in Sunraysia and North West Mallee

SEVERE/COMPLEX MENTAL ILLNESS

VISIT YOUR GENERAL PRACTITIONER. GPs can support people who are experiencing severe mental illness and can and refer them to appropriate local services. Other available services include:

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No cost. Available to anyone.
1800 595 212
headtohelp.org.au
Sunraysia Community Health Services
37 13th Street, Mildura VIC
(walk-in between 10am and 2pm weekdays).
mentalhealthhubs@schs.com.au

HEADSPACE MILDURA

For people aged 12-25 years.
Limited service which works in collaboration with Mildura Base Public Hospital.
Drop in or call to make an appointment
2/125 Pine Avenue, Mildura VIC
03 5021 2400
headspace.org.au/headspace-centres/mildura/

MALLEE DISTRICT ABORIGINAL SERVICES

Social and emotional wellbeing hub: referrals to psychological counselling, including children and young people, couples and family groups who are experiencing depression, anxiety, stress, drug and alcohol issues, or wanting to improve their overall emotional wellbeing.
120 Madden Avenue Mildura VIC
03 5018 4100
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Mental health issues, including anxiety, depression, grief and loss and life changes – emotions, self-esteem, communication, addiction and relapse, Trauma, torture and abuse, including for refugees and new arrivals, parenting, pain and a GP service.
137 Thirteenth Street (cnr Deakin Ave)
Mildura VIC
03 5022 5444
schs.com.au

MILDURA BASE PUBLIC HOSPITAL

Primary mental health clinical care coordination
216 Ontario Avenue, Mildura VIC
03 5022 3500 or 1300 366 375
mbph.org.au

CATHOLICCARE VICTORIA (FORMERLY CENTACARE)

Psychological Wellbeing Service - children, youth and adults. Groups and individuals.
Self-referral or by other provider. Fee for service.
136 Lime Avenue, Mildura VIC
03 5051 0000
www.ccam.org.au

ACCESSED BY GP, PAEDIATRICIAN OR PSYCHIATRIST REFERRAL

MALLEE FAMILY CARE

Specialist psychosocial support to manage mental health issues and improve wellbeing and quality of life.
122 Ninth Street, Mildura VIC
03 5023 5966
3 Devenport Street, Dareton NSW
03 5027 7600
59 Darling Street Wentworth NSW
03 5027 3578,
33 Herbert Street, Robinvale VIC
03 5026 1401 (appointment only)
malleefamilycare.com.au

TRISTAR MEDICAL GROUP

Specialist suicide prevention psychological therapy services - chronic and acute.
87-89 Langtree Avenue, Mildura
03 5022 5800
tristarmedicalgroup.com.au

ACUTE MENTAL ILLNESS EPISODE/CRISIS

TRIPLE ZERO

For emergencies where people are endangering self or others.
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LIFELINE

24-hour crisis counselling, support and suicide prevention services.
13 11 14
lifeline.org.au

ACCESSED BY GP, PAEDIATRICIAN OR PSYCHIATRIST REFERRAL

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03 5022 5800
tristarmedicalgroup.com.au

FOR URGENT MEDICAL CARE, YOU CAN ALSO GO DIRECTLY TO:

MILDURA:

Mildura Base Public Hospital

- Emergency Department
- Acute mental health community intervention service

216 Ontario Avenue, Mildura VIC
03 5022 3500 or 1300 366 375
mbph.org.au

OUYEN:

Urgent Care Centre at the Mallee Track Health and Community Service
28 Britt Street, Ouyen VIC
03 5092 1111

ROBINVALE:

24 hour Urgent Care Centre at Robinvale District Health Services
128-132 Latje Road, Robinvale VIC
03 5051 8111

SUCIDELINE VICTORIA

Support to people at risk of suicide, people concerned about someone else's risk of suicide, and people bereaved by suicide.
1300 651 251
suicideline.org.au

DARDI MUNWURRO

24-hour mental health, family and relationship support for Aboriginal men in crisis.
1800 435 799